



## HOW TO GET CARE

# Find the right care

## Plan-ahead & on-demand options

From a routine checkup with your doctor to support in the middle of the night, we're here to help you understand your care options—what fits your life and your budget.

A visit to the emergency room (ER), for example, can cost up to five times more than a visit to an urgent care clinic. That's why it's good to know where to go, so you can get the right care at the right time.



### Plan-ahead care

Your health plan covers in-network preventive care from day one. So, it's a good idea to plan ahead and schedule appointments with your primary care provider (PCP) for covered services that aren't urgent—like annual checkups, routine screenings, lab work and vaccinations.



### On-demand care

You're not feeling well and your doctor's office is closed. Should you go to urgent care? The ER? Wait it out? It's hard to know what to do. With our on-demand options, you can get the care you need right away.

# On-demand care

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<b>Nurse line</b> For questions about common health issues and whether you should see a doctor, call Asuris Advice24. Nurses will help you decide what to do, and calls are free and confidential.	<b>Virtual visit</b> Meet with a doctor over the phone or video, from the comfort of home. Even get a prescription sent to your pharmacy.	<b>Urgent care clinic</b> Choose an urgent care center if you need more immediate, in-person attention, especially after hours. Plus, urgent care costs a lot less than the ER.	<b>In-home urgent care</b> Have a team of trained medical professionals from DispatchHealth come right to you. Availability depends on your health plan and where you live.	<b>Emergency room</b> If you're experiencing life-threatening symptoms, go to the ER. Doctors there are specially trained to treat critical health needs.
<b>Available 24/7</b>	<b>Available 24/7</b>	<b>Hours vary by location</b>	<b>Hours vary by location</b>	<b>Available 24/7</b>
<b>Average wait time</b> Short	<b>Average wait time</b> Short	<b>Average wait time</b> Moderate	<b>Average wait time</b> Moderate	<b>Average wait time</b> Long
<b>Average cost</b> None	<b>Average cost</b> Low	<b>Average cost</b> Moderate	<b>Average cost</b> Moderate	<b>Average cost</b> High
<b>Consider for</b> Cold & flu Fever Minor burns	<b>Consider for</b> Allergies Depression & anxiety Cold & flu UTIs	<b>Consider for</b> Allergies Cold & flu Fever Minor burns	<b>Consider for</b> Cuts & lacerations Infections Nausea & vomiting Sprains & strains	<b>Consider for</b> Chest pain Major burns Shortness of breath Uncontrolled bleeding
<b>How to connect</b> To see if your plan includes this benefit, call us at the number on the back of your member ID card.	<b>How to connect</b> Sign in at asuris.com to see your options.	<b>How to connect</b> Sign in to your asuris.com account and select Find care > Find a provider > Medical	<b>How to connect</b> Sign in at asuris.com and look for DispatchHealth under Covered Services > Resources, or call DispatchHealth at 1-833-652-0539.	<b>How to connect</b> Sign in to your asuris.com account and select Find care > Find a provider > Medical



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