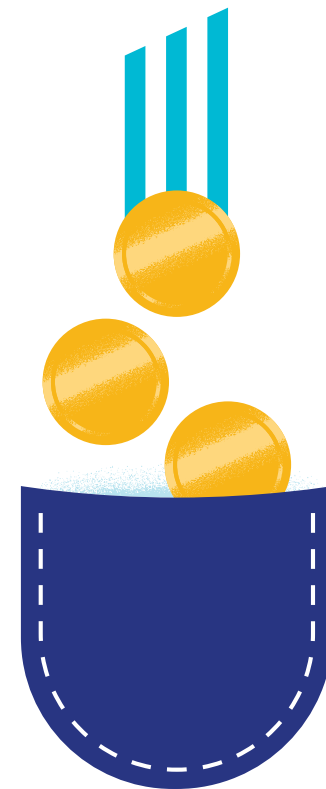


Compare care options to help keep costs down

Getting care at the place that may best fit your condition or situation may save you money compared to an emergency room (ER) visit.* If you have a life-threatening condition, call 911 or go to the ER. For everything else, it may be better to contact your primary care provider (PCP) first. If seeing your PCP isn't possible, it's important to know your other care options, especially before heading to the ER.

If you do have a hospital stay or ER visit, you should notify your PCP as soon as possible. Following up with your PCP is important because in this visit, the provider ensures discharge instructions are understood, reviews test results with you, and reviews potential medication changes. When you call to schedule your follow-up visit, let your PCP's office know you were recently in the hospital so they can try to get you in right away.



START HERE



PCP

Care from the doctor who may know you best



24/7 virtual visits

See a doctor whenever, wherever
myuhc.com/virtualvisits



Urgent care

Serious conditions that aren't generally life-threatening



Emergency room

Life- and limb-threatening emergencies



Did you know that help is only a button press away with a personal emergency response system (PERS)? A PERS device can quickly connect you to the help you need, 24 hours a day in any situation. Call or go online to order your device. **1-855-595-8485**, TTY **711** or lifeline.com/uhcgroup

Care options to consider



PCP



Virtual visits



Urgent care center



Emergency room (ER)

	PCP	Virtual visits	Urgent care center	Emergency room (ER)
Animal bites			✓	• Any life threatening or disabling condition
Stitches			✓	• Sudden or unexplained loss of consciousness
X-rays			✓	• Chest pain, numbness in face, arm or leg, difficulty speaking
Back pain	✓		✓	• Severe shortness of breath
Mild asthma	✓		✓	• High fever with stiff neck, mental confusion, or difficulty breathing
Minor headaches	✓	✓	✓	• Coughing up or vomiting blood
Muscle sprains, strains	✓		✓	• Cut or wound that won't stop bleeding
Nausea, vomiting, diarrhea	✓		✓	• Major injuries
Bumps, cuts, scrapes	✓	✓	✓	• Possible broken bones
Burning with urination	✓	✓	✓	ER rule of thumb: Call 911 or go to the ER if you think you could put your health at serious risk by waiting to get care.
Coughs, sore throat	✓	✓	✓	
Ear or sinus pain	✓	✓	✓	
Eye swelling, irritation, redness or pain	✓	✓	✓	
Minor allergic reactions	✓	✓	✓	
Minor fevers, colds	✓	✓	✓	
Rashes, minor burns	✓	✓	✓	
Pinkeye	✓	✓	✓	
Urinary tract infection	✓	✓	✓	



Need to find a network provider or PCP? Visiting an out-of-network provider could end up costing you more for care. To find a PCP, urgent care centers and emergency rooms in your network, go to retiree.uhc.com/mchcp.

Not sure where to go for care? Call **1-877-365-7949**, TTY **711**.