



Member tips

When & Where to Get Care

When you are hurt or ill, you want to feel better fast. Where to go for care depends on your situation. Below is information to help you better understand your options when you or a loved one need to seek care.*

CARE OPTIONS	EXAMPLES
<p>E-VISIT**</p> <ul style="list-style-type: none"> ■ For non-urgent matters or follow-up treatment ■ Not for emergencies ■ Available online 24/7 (response to inquiry often provided within one business day) ■ No appointment needed 	<p>E-visits are patient-initiated evaluations that allow you to conveniently interact with your primary care provider online. The service can be a less expensive, time-saving option for non-urgent matters. E-visits are not offered by all providers, so check with your primary care provider to see if they are an option for you.</p>
<p>CONVENIENCE CARE CLINIC</p> <ul style="list-style-type: none"> ■ For common minor ailments such as sore throats and ear infections ■ Not for emergencies ■ May be open after-hours, weekends and/or holidays ■ No appointment needed ■ For those 18 months and older 	<p>Convenience care sites are often found in grocery stores, shopping malls, pharmacies and other retail stores. Examples include MinuteClinic® and Target Clinic®. Convenience care clinics are usually staffed by a nurse practitioner or other licensed professional and do not typically have a medical doctor on site.</p>
<p>DOCTOR'S OFFICE (PRIMARY CARE CLINIC)</p> <ul style="list-style-type: none"> ■ For preventive and routine care ■ Appointment usually needed 	<p>For non-urgent problems, it's best to see your primary care provider. Your doctor knows you and your health history and can easily access your medical records. He or she can also provide follow-up care or refer you to specialists if needed.</p>
<p>URGENT CARE CENTER</p> <ul style="list-style-type: none"> ■ For minor ailments that need immediate care ■ Not for emergencies ■ Open weeknights and often weekends and/or holidays ■ No appointment needed 	<p>Urgent care centers treat sprains and strains, minor broken bones, mild asthma attacks, minor infections and rashes, small cuts, flu-like symptoms, sore throats and other minor ailments that need immediate attention.</p>

*Always remember to bring your Medica ID card when receiving care.

**Not all benefit plans cover e-visits. Check your plan's coverage on mymedica.com. For plans that do provide coverage, e-visit providers must be in-network.

CARE OPTIONS	EXAMPLES
<p>EMERGENCY ROOM (ER) The ER is for true emergencies. Go to the ER for:</p> <ul style="list-style-type: none"> ■ Heavy bleeding ■ Large open wounds ■ Severe head injury ■ Trouble breathing ■ Chest pain ■ Signs of stroke (sudden change in vision, sudden weakness, sudden trouble talking) ■ Major burns <p>If your situation seems life threatening, go to an ER or call 911 right away.</p>	<p>Don't go to the ER for minor problems. If you do, you may have a long wait because patients with true emergencies will be seen first. Plus, care at an ER for minor problems can cost more than 10 times as much as care at a clinic or other care option.</p>

EXAMPLE - ESTIMATED COST TO TREAT A SINUS INFECTION AT:			
Convenience care clinic	Doctor's office (primary care clinic)	Urgent care center	Emergency room
\$50	\$85	\$112	\$617

Note: Cost estimates are for a single visit and do not include medications or follow-up care. Estimates are based on Medica Choice® network contract rates.

HELPFUL RESOURCES:

- Online provider search tool (mymedica.com)
- 24-hour nurse line (if covered by your plan, the phone number is on your Medica ID card)
- Medica Customer Service (call the phone number on your Medica ID card)
- Main Street Medica (compare costs at mainstreetmedica.com/compare-care-options)