

WHEN & WHERE TO GET CARE

ENROLLED IN INDIVIDUAL & FAMILY PLANS



DETERMINING THE BEST CARE OPTION FOR YOU

Taking charge of your health care can be difficult. You have many choices on where you can get care — often making it challenging to determine the best option for you. Where you decide to go for care depends on your situation. It's important to start by trying to see your primary care doctor, but we understand this may not always be possible.

When You Need Routine Care

It's best to go to your medical "home" — which is the doctor you choose to see on a regular basis.



Doctor's Office (Primary Care Clinic)

In most cases, it's best to see your primary care doctor for preventive and routine care. Your doctor knows you and your health history. He or she can also look up your medical records and provide follow-up care or refer you to a specialist if needed. Keep in mind:

- » Hours of operation depend on your doctor's office hours
- » An appointment is usually needed

When You Have a Common Illness

Consider retail or online care for common minor illnesses, such as a sore throat or ear infection.



Convenience Care (Retail Clinic)

Convenience care clinics are staffed by a nurse practitioner or other licensed professional. They're found in shopping malls, pharmacies and other retail stores. MinuteClinic® is an example of a convenience care clinic. Keep in mind:

- » Not for emergencies
- » For those 18 months or older
- » May be open after hours, weekends and/or holidays
- » No appointment needed



Online Care (Virtuwell.com*)

Virtuwell online clinic is staffed by nurse practitioners. To start your visit, go to [Virtuwell.com](https://www.virtuwell.com) from your computer or mobile device. Your visit starts with a quick online interview before a nurse practitioner reviews your case. The service costs \$49 or less and often takes less than 30 minutes. Plus, if virtuwell can't treat you, there's no charge. Keep in mind:

- » Not for emergencies
- » For those 18 months or older
- » May be open after hours, weekends and/or holidays
- » No appointment needed

FINDING CARE IN YOUR NETWORK

There are two easy ways to find network providers:



Online Search Tool

To get started, log into your secure member site on [MedicaMember.com](https://www.MedicaMember.com). Then, select *Find Care* and start your search. For tips on how to improve your search, read our "Finding Network Providers" tip sheet found on your secure member site.



Customer Service

Call Customer Service at the number on the back of your Medica ID card and ask for assistance or a printed list of providers in your area.

When You Need Care Right Away

You'll want to go to urgent care or the emergency room — depending on how severe your situation is.



Urgent Care

Urgent care centers are staffed with physicians. They treat minor illnesses and injuries that need attention right away. In most cases, these locations treat patients on a first-come, first-served basis. Keep in mind:

- » Not for emergencies
- » Open weeknights and often weekends and/or holidays
- » No appointment needed



Emergency Care (Emergency Room)

Emergency rooms (ER) are designed and staffed to treat people with severe and immediate medical needs. If your situation seems life threatening, go to an ER or call 911 right away. Patients with true emergencies will be seen first, so if you go to an ER with a non-emergency need, you may have a long wait. Keep in mind:

- » For true emergencies
- » Open 24/7
- » No appointment needed
- » ER will cost you more than care at a clinic or other care option

Go to the ER for things like: Heavy bleeding, large open wounds, severe head injury, trouble breathing, chest pain, signs of stroke (sudden change in vision, sudden weakness, sudden trouble talking) and major burns.

HOW TO DETERMINE YOUR COST

Your official plan documents (Summary of Benefits and Coverage or policy document) outline your share of the costs for these care options. You can view your documents on your secure member site on [MedicaMember.com](https://www.MedicaMember.com). Or, you may request a paper copy by calling the number on the back of your Medica ID card.



Have a question?

Call Customer Service at the number on the back of your Medica ID card.

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