

# Getting the right care at the right place

When a sudden illness or accident happens, you have several ways to get care. Choosing the right one for the situation can save you time and money.

## Anytime anywhere access to medical advice or care



### 24-Hour NurseLine (Free)

The number is on your Premera member ID card

- For conditions that are not serious or life threatening
- Home treatment tips or help deciding if you need to see a doctor, or go to an urgent care clinic or ER

When you call these services you will be greeted in English, but an interpreter is available for non-English speakers



### Virtual Care with Teladoc® (\$)

Go to [teladoc.com/premera](https://teladoc.com/premera) or call **855-332-4059**

- For conditions that are not life-threatening
- Care from a board-certified doctor anytime anywhere in the United States via phone or video\*
- Doctors can consult, diagnose, and prescribe medications
- Common conditions include cold and flu symptoms, allergies, congestion and sinus problems, and ear infections\*\*

## In-person care options



### See your Doctor (\$)

- Preventive or routine care
- Health issues that are not urgent or life-threatening
- If urgent, ask about same-day virtual visits via phone or online



### Urgent Care (\$\$)

- Health issues that aren't life threatening but can't wait until the next day and need in-person care such as moderate burns, cuts and wounds, stitches and sutures\*\*
- Open evenings and weekends



### Emergency Room (\$\$\$)

- Serious pain or life-threatening illness or injury, such as suspected heart attack or stroke, breathing problems, broken bones\*\*
- Will cost you the most
- Always call 911 or go to the emergency room if you are in severe pain or your condition is life-threatening

**(\$) (\$\$) (\$\$\$) The exact cost of your visit depends on your plan and the care you get.**

\* Teladoc operates subject to state regulation and may not be available in certain states. Teladoc video consultations are available 7 a.m. to 9 p.m., 7 days a week.

\*\* These examples are not meant to be used as medical advice.

Teladoc® is an independent company that arranges virtual medical care services on behalf of Premera Blue Cross.

**PREMERA** |

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