



FIND THE BEST CARE OPTION

Where to Go for Medical Care

Know your care options so you can make the best decision for you and your family.

Your health and wellness are important to us. We want to help you make the best decision about where to go for medical care.

The following guidelines and chart can help you determine when and where you should go to seek medical care.

First Option: Primary Care Physician

If you need medical care, but it is not an emergency, you should always call your Primary Care Physician (PCP) for an appointment. If you are not sure if your symptoms require emergency care, contact your PCP to help you evaluate your symptoms and determine where you need to go.

Whether you receive care in an emergency room or at an urgent care center, you should notify your PCP of your visit when you can. Keeping your PCP informed is the best way to ensure he or she is aware of your medical history.

Alternative Options: Urgent Care Center, Walk-In Clinic or Telehealth (Amwell)

If you need to take care of a problem right away because you feel sick or uncomfortable, and you do not have a PCP, or your PCP is not available, an urgent care center, walk-in clinic or telehealth visit may be the next best option.

Generally, urgent care centers offer walk-in service, and are often open before and after regular business hours and weekends. In most cases, an appointment is not necessary.

Additionally, Blue KC expanded our network to include American Well (Amwell*), bringing you care wherever you are – right in the palm of your hand – 24/7. The **Amwell mobile app** can be downloaded directly to your phone or tablet. Or, if you prefer the Web, visit Amwell.com. After creating an account, you can view a list of available doctors and select one to engage in a secure live video visit. **Tip:** Be sure to select **Blue KC** from the plan drop-down list.

*American Well's online Care Group is an independent provider contracted to participate in Blue KC's commercial provider networks.



Emergency Option: Emergency Room

Emergency rooms are set up to focus on medical emergencies, and not routine healthcare. When you go to the emergency room, a healthcare provider, who may not be familiar with your medical history, will determine whether you need emergency care. We also want you to be aware that if you go to the ER for a problem that is not an emergency, it may cost you more.

IMPORTANT – Members with serious or life-threatening injuries or illnesses should be taken directly to an emergency room, or call 911. You must notify Blue KC of any emergency hospital admission within 48 hours of the admission time, or as soon as reasonably possible.



Guide to Finding the Best Care Option

	Primary Care Physician	Retail Walk-in Clinic	Telehealth/ Amwell	Urgent Care Center	Emergency Room
Mild Asthma	✓	✓	✓	✓	
Minor Headaches	✓	✓	✓	✓	
Sprains, Strains	✓	✓	✓	✓	
Nausea, Vomiting, Diarrhea	✓	✓	✓	✓	
Bumps, Cuts, Scrapes	✓	✓	✓	✓	
Burning with Urination	✓	✓	✓	✓	
Coughs, Sore Throat	✓	✓	✓	✓	
Ear and Sinus Pain	✓	✓	✓	✓	
Eye Swelling, Irritation, Redness or Pain	✓	✓	✓	✓	
Minor Allergic Reactions	✓	✓	✓	✓	
Minor Fevers, Colds	✓	✓	✓	✓	
Rashes, Minor Burns	✓	✓	✓	✓	
Vaccinations	✓	✓		✓	
Animal bites				✓	
Stitches				✓	
X-rays				✓	
Back Pain	✓			✓	
Any life-threatening or disabling condition including difficulty breathing					✓
Sudden or unexplained loss of consciousness					✓
Chest pain, numbness in face, arm or leg; difficulty speaking					✓
Severe shortness of breath					✓
High fever with stiff neck, mental confusion or difficulty breathing					✓
Coughing up or vomiting blood					✓
Cut or wound that won't stop bleeding					✓
Major injuries					✓
Possible broken bones					✓

* For many members, deductibles and coinsurance may also apply, which can make an even greater difference in the cost between an emergency room and other care options.