



# KNOW YOUR CARE OPTIONS

Determine when and where to seek medical care to save time and money!

## Your Doctor

If you need medical care, but it is not an emergency, call your doctor for an appointment.



- Routine preventive checkups
- Immunizations
- Sick symptoms
- Medication questions or concerns
- Overall health management



## Virtual Care

If you can't wait or do not have quick access to care, virtual care can get you everyday medical and behavioral health care from your phone or the Web.



### 24/7 SICK CARE:

- Sinus pain, cold, cough, sore throat or nausea
- Rash, bumps, cuts, scrapes
- Headaches
- Minor fevers (below 104°)
- Mild allergic reactions
- Mild asthma
- Sprains, strains
- Eye swelling, irritation, redness or pain
- Minor burns

### BEHAVIORAL HEALTHCARE VISITS BY APPOINTMENT:

- Anxiety
- Bereavement/grief
- Bipolar disorder
- OCD
- PTSD/trauma
- Panic attacks



## Urgent Care

If you need medical care quickly, your doctor is not available, and you prefer an in-person visit, urgent care may be the next best option.



- Stitches
- Minor broken bones that require x-rays
- Sprains/strains
- Back pain
- Sick or uncomfortable symptoms
- Common symptoms that require a prescription

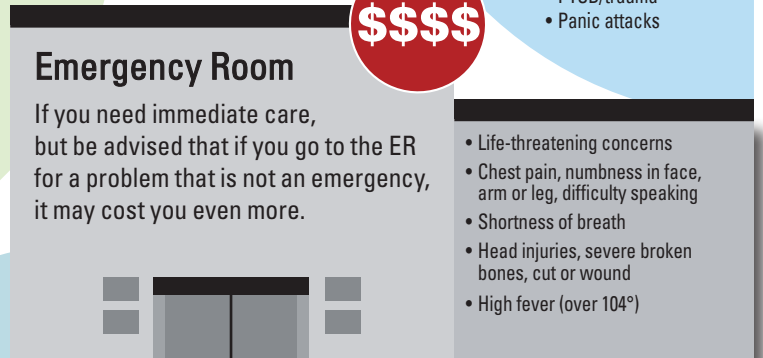


## Emergency Room

If you need immediate care, but be advised that if you go to the ER for a problem that is not an emergency, it may cost you even more.



- Life-threatening concerns
- Chest pain, numbness in face, arm or leg, difficulty speaking
- Shortness of breath
- Head injuries, severe broken bones, cut or wound
- High fever (over 104°)



To find an in-network provider, please log into your MyBlueKC.com member portal and click Find Care, or call the Customer Service number found on your Member ID card.

## WHO USES VIRTUAL CARE?



**PROFESSIONALS** who can't wait for an appointment



**FAMILIES** including those with sick children



**INDIVIDUALS** that live in rural areas or outside the city

▪ URGENT OR SICK CARE NEEDS

▪ BEHAVIORAL HEALTH NEEDS

**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.



## 24/7 SICK CARE OR SCHEDULE A BEHAVIORAL HEALTH VIRTUAL VISIT

Blue KC Virtual Care is available to most Blue KC members and their covered dependents. Rates are affordable and subject to your plan's benefits. Enter your member information in the **Blue KC Virtual Care mobile app** or at **BLUEKCVirtualcare.com** to begin your private and secure sick care appointment, or to schedule your behavioral health virtual visit.



MEET WITH A PHYSICIAN OR PSYCHOLOGIST/ THERAPIST ON YOUR TIME

## WHY USE VIRTUAL CARE?



Speak with a doctor in minutes – average wait time is 3 minutes



Connect easily with your camera phone or personal computer with camera



Get the care you need – including some prescriptions\*



Meet with licensed, U.S. board-certified physician for sick care needs, or psychologist/therapist for behavioral health care



Feel safe with the private, secure, HIPAA-compliant tool



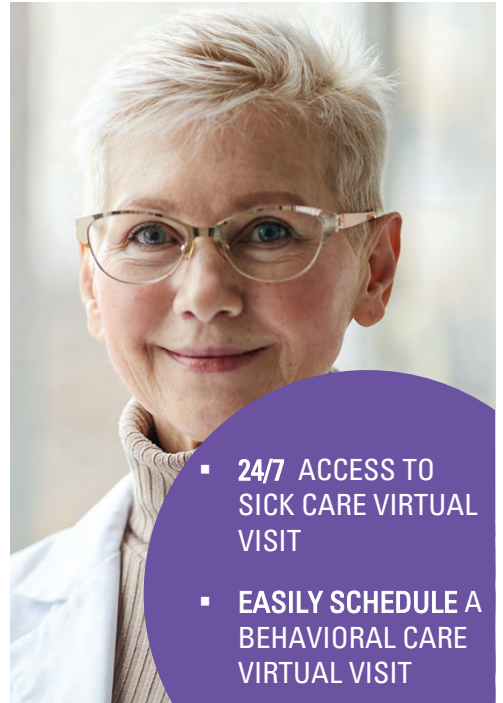
Save on drive time or office wait time



Rest assured if you are traveling and need care quickly



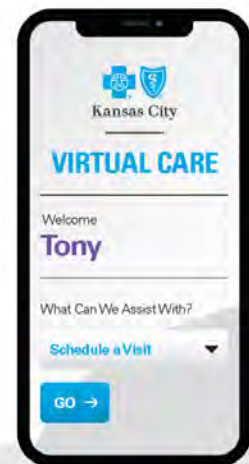
Pay much less than going to emergency room



## DOWNLOAD THE APP TO MAKE AN APPOINTMENT

1. Download the **Blue KC Virtual Care app** or visit **BLUEKCVirtualcare.com**.
2. Create an account using your Blue KC member ID card for reference. Ensure you choose **Blue KC** from the plan drop-down list.
3. View a list of available doctors, their experience and ratings, and select one.
4. Stream a live visit directly from the Web or your mobile device.

NOTE: Spira Care and Spira Care (HSA Eligible) members only should use service key SPIRA when registering.



**BLUE KC VIRTUAL CARE IS NOT FOR EMERGENCIES** If you are experiencing severe symptoms or have a serious medical concern, go to the emergency room or call 911.

\* Blue KC does not guarantee a prescription will be written. For full information regarding this and other benefits, please consult the terms of your benefit plan.