

KNOW YOUR CARE OPTIONS

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

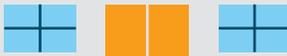


Scan this QR code with your smartphone camera to download the MyBlueKC app.

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



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Virtual Care

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

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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



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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°)

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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

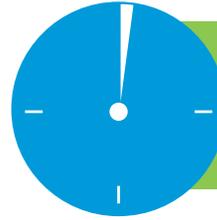
URGENT OR SICK CARE NEEDS

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 Cross and Blue Shield of Kansas City (Blue KC) partners with American Well's* Virtual Care Providers to provide our members with 24/7 sick care or for behavioral health needs by appointment. Now it's easier than ever for you to "see" a provider right from your smartphone, tablet or computer. Try out this convenient service the next time you need sick care or for behavioral health appointments.



MEET WITH A PHYSICIAN OR BEHAVIORAL HEALTH PROVIDER ON YOUR TIME

WHY USE VIRTUAL CARE?



Speak with a doctor in minutes - on your time



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 a therapist or psychiatrist for behavioral healthcare



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



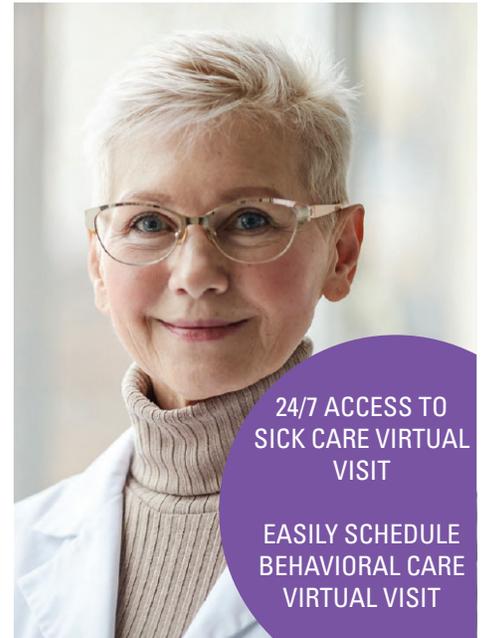
Save on drive time or office wait time



Rest assured if you are traveling and need care quickly



Pay much less than going to the emergency room



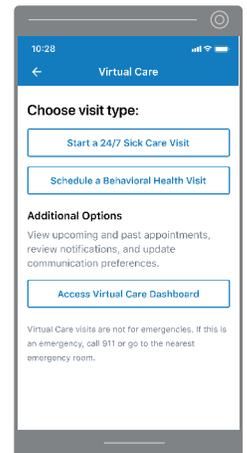
DOWNLOAD THE APP TO MAKE AN APPOINTMENT

1. Download the **MyBlueKC** mobile app or visit **BLUEKcvirtualcare.com**.
2. Create an account using your **Blue KC** member ID card for reference.
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.

American Well (Amwell) is an independent company that Blue KC has partnered with to offer Virtual Care visits to our members.



Scan this QR code with your smartphone camera to download the MyBlueKC app.



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.