

# Accessible health care — anytime, anywhere.

When you or a loved one needs medical care — whether it's serious, routine, or somewhere in between — we want you to know you have options. Our guide can help you choose the one that's best for you.



# Your care chart



Here's where to go when you need help. As you can see, the symptoms or condition you have determine your best destination for care.

Log in at [highmarkbcbs.com](https://highmarkbcbs.com) and click on **Find a Doctor** to find the in-network option that's right for you.



## Telemedicine

Convenient, at-home care for minor illnesses



## Doctor's Office

Sick visits, checkups, and care for chronic conditions



## Urgent/Express Care

Urgent but not life-threatening



## Emergency Room (ER)

Serious, life-threatening, or involving severe pain

Symptoms/conditions	Cold Flu Earaches Or other minor illnesses that don't require an office visit	Cold/sinus symptoms Stomach problems High blood pressure Behavioral health issues Other chronic conditions	Headaches/migraines Asthma/breathing conditions Flu and colds Urinary tract infections	Difficulty breathing Chest pain Uncontrolled bleeding Severe injury Stroke symptoms*
Estimated cost by comparison	Lowest	Lower	Moderate	Highest
Hours of operation	24/7	Business hours (generally)	Mornings, evenings, and weekends	24/7

Just so you know, you have a few different telemedicine options available to you. Contact your local provider or call the Member Service number on the back of your ID card to learn more.

If you believe you are having a medical emergency and you need immediate treatment, go directly to any hospital emergency room or call 911.

\* Numbness or weakness in your face, arm, or leg, especially on one side. Confusion or trouble understanding other people. Difficulty speaking. Trouble seeing with one or both eyes. Telemedicine service availability is subject to state laws. Telemedical services are subject to the telemedicine services benefit. You may be responsible for the full cost of ineligible virtual medicine services. To determine the availability of services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions or call the number on the back of your ID card.

Health benefits or health benefit administration may be provided by or through Highmark Blue Cross Blue Shield, Highmark Choice Company, First Priority Health or First Priority Life, all of which are independent licensees of the Blue Cross Blue Shield Association.

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。