







WHERE TO GO FOR BEST CARE



Knowing where to go for medical care can save you lots of time and money! It can also help get you the best care for your situation. Here are some general guidelines to assist you in determining the best option for you.

 <p>Doctor's Office</p> <p>Your primary doctor can oversee your care, provide routine services and refer you to specialists, if necessary.</p> <ul style="list-style-type: none"> • Routine checkups • Immunizations • Preventive services • Manage your overall health <p>Expected costs for a doctor's visit:</p> <ul style="list-style-type: none"> • PPO: \$30 • HDHP and Bronze plan: 20% coinsurance • Preventive care is at no cost on all Monogram plans <p>Hours: Office hours vary</p>	 <p>Urgent Care</p> <p>When your primary doctor is not available and your condition is not life-threatening. Some examples include:</p> <ul style="list-style-type: none"> • Sprains/strains • Minor broken bones • Rash • Flu and fever (below 104°) • Earache/sore throat <p>Expected costs for an urgent care visit:</p> <ul style="list-style-type: none"> • PPO: \$45 • HDHP and Bronze plan: 20% coinsurance <p>Hours: Open 7 days a week; hours vary</p>	 <p>Emergency Room</p> <p>Go to an Emergency Room when you need immediate treatment of a serious or critical condition such as:</p> <ul style="list-style-type: none"> • Severe/life-threatening symptoms • Severe head injury • Excessive bleeding • Extreme pain • Shortness of breath <p>Expected costs for an emergency room visit:</p> <ul style="list-style-type: none"> • PPO: \$300 • HDHP and Bronze plan: 20% coinsurance <p>Hours: Open 24/7</p>	 <p>Teladoc</p> <p>Through Teladoc, doctors can diagnose and treat a wide range of nonemergency medical conditions, including:</p> <ul style="list-style-type: none"> • Allergies, cold, fever, and flu • Mental health support • Pink eye • Skin conditions (rashes or insect bites) <p>Expected costs for using Teladoc:</p> <ul style="list-style-type: none"> • PPO: \$10 • HDHP and Bronze plan: 20% coinsurance <p>Hours: Available 24/7</p>
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Nurseline

Not sure what to do about a fever, pain, or other symptom? Need help making a treatment choice? Call Nurseline for free health advice anytime, day or night.

Call **1-800-818-8581** and choose **Nurseline**.



How to Use Teladoc Health

You can get started using online video chat or our free BCBSTN app. Just have your Member ID card ready!



Finding a Provider

To find an in-network provider near you, visit bcbst.com and select **Find Care** to begin your search.