

Getting the right care at the right place

When a sudden illness or accident happens, you have several ways to get care. Choosing the right one for the situation can save you time and money.

Anytime anywhere access to medical advice or care



FREE 24-Hour NurseLine

The number is on your Premera member ID card

- For conditions that are not serious or life threatening
- Home treatment tips or help deciding if you need to see a doctor, or go to an urgent care clinic or ER

When you call these services you will be greeted in English, but an interpreter is available for non-English speakers



\$ Virtual care with Teladoc®

Go to teladoc.com/premera or call **855-332-4059**

- For conditions that are not life-threatening
- Care from a board-certified doctor anytime anywhere in the United States via phone or video*
- Doctors can consult, diagnose, and prescribe medications
- Common conditions include cold and flu symptoms, allergies, congestion and sinus problems, and ear infections**

In-person care options



\$ Doctor visit

- Preventive or routine care
- Health issues that are not urgent or life-threatening
- If urgent, ask about same-day virtual visits via phone or online



\$\$ Urgent care or walk-in clinic

- Health issues that aren't life threatening but can't wait until the next day and need in-person care such as moderate burns, cuts and wounds, stitches and sutures**
- Open evenings and weekends



\$\$\$ Emergency room

- Serious pain or life-threatening illness or injury, such as suspected heart attack or stroke, breathing problems, broken bones**
- Will cost you the most
- Always call 911 or go to the emergency room if you are in severe pain or your condition is life-threatening

(\$)(\$\$)(\$\$\$) The exact cost of your visit depends on your plan and the care you get.

* Teladoc operates subject to state regulation and may not be available in certain states. Teladoc video consultations are available 7 a.m. to 9 p.m., 7 days a week.

** These examples are not meant to be used as medical advice.

Teladoc® is an independent company that arranges virtual medical care services on behalf of Premera Blue Cross.

PREMERA |

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