

KNOW WHERE TO GO

For the best and fastest care

For non-emergencies, your first call should be to your primary care doctor

Your primary care doctor (PCP) can usually treat non-emergency conditions right in their office. Since they know your medical history, they can also provide the best care for your needs. If your PCP is not available, they can refer you to a trusted specialist or a local urgent care center (see more below).



If you don't have a PCP, you can search for an in-network provider at fepblue.org/provider or with the **fepblue** app.

Care for non-life-threatening conditions

If you are not experiencing a life-threatening injury or illness, there are other care options to consider.

For 24/7 health advice, call the Nurse Line

Get health answers and advice from registered nurses at no cost to you.

Call **1-888-258-3432**

Chat securely online at fepblue.org/myblue

Use the **fepblue** app for instant access

For virtual care anywhere, use telehealth

Starting in 2025, all telehealth visits from Teladoc Health® are covered at no cost to you.

Use the **fepblue** app for instant access

Online at fepblue.org/telehealth

Call **1-855-636-1579**

Urgent care centers: when you need immediate care for a non-life-threatening condition

Most local urgent care centers have walk-in appointments and shorter wait times than the ER. Many also offer basic labs and imaging tests, including X-rays, to help provide diagnoses and treatment options.

You can search for an urgent care center near you at fepblue.org/provider or with the **fepblue** app.

If it's a medical emergency, call 911

For a mental health crisis, call or text 988

Some situations require immediate care—do not hesitate to seek it in true emergencies. But keep in mind emergency rooms (ERs) are for **life-threatening injuries and symptoms**, such as:

- Difficulty breathing
- Chest pain or pressure
- Compound fracture (bone that protrudes through the skin)
- Uncontrolled bleeding
- Sudden severe headaches or paralysis
- Seizures
- Poisoning
- Suicidal thoughts

Let's compare your care options

With so many options available, you might not know where to go for the best and fastest care. Get familiar with your options now before you and your family need care. It can help you save time and money.

	Nurse Line	Teladoc Health®	Primary Care Doctor	Urgent Care	Emergency Room
Use for	General health advice or advice on where to go for care in non-emergency situations	<ul style="list-style-type: none"> • Cold & flu symptoms • Sore throat • Respiratory infections • Allergies • Minor cuts & scrapes • Stress & anxiety • Depression • Acne & rosacea • Skin infections & rashes 	<ul style="list-style-type: none"> • Flu symptoms • Earaches • Sore throat • Migraines • Low-grade fever • Minor sprains • Back pain • Minor cuts & burns 	<ul style="list-style-type: none"> • Breaks • Fractures • Sprains or strains • Stitches • Sore throat • Dizziness • Headaches/migraines • Back pain • High blood pressure • Foreign object removal 	<ul style="list-style-type: none"> • Severe & sudden pain • Trouble breathing or talking • Involved in a major accident or injury
Cost	No cost	No cost	(\$)	(\$)	(\$)
Availability	24/7 from wherever you are most comfortable	24/7 from wherever you are most comfortable	May offer extended hours	Often offers extended hours and/or online scheduling	24/7
Wait time	ASAP	ASAP/ on demand	Same-day appointments may be available	Shorter wait times than ER	Typically longer wait times



Find in-network care

See which doctors and urgent care centers are in-network at fepblue.org/provider or with the [fepblue](https://fepblue.org) app.



Know your costs

Visit fepblue.org/compare to see costs for typical services when you use in-network providers.

The information in this document does not replace the advice of a healthcare provider. You should speak to your provider about any specific health concerns.

Teladoc Health is an independent company that provides telehealth services on behalf of the Blue Cross and Blue Shield Service Benefit Plan.

This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal Employees Health Benefits Program brochures (FEP Blue Standard™ and FEP Blue Basic™: RI 71-005; FEP Blue Focus®: RI 71-017) and the Postal Service Health Benefits Program brochures (FEP Blue Standard and FEP Blue Basic: RI 71-020; FEP Blue Focus: RI 71-025). All benefits are subject to the definitions, limitations and exclusions set forth in the brochures.

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