

KNOW WHERE TO GO

For the best and fastest care.

As the world of healthcare continues to change, your options for where to get care continue to grow. Get familiar with your options now, before you need care. They could help you save time and money:

- 24/7 Nurse Line
- Telehealth Services
- Primary Care Doctor
- Retail Clinic
- Urgent Care Center
- Emergency Room

Turn over for more information on all of these care options.



For a medical emergency, call 911 or go to the nearest Emergency Room.

Some situations require immediate care—do not hesitate to seek it in true emergencies such as **difficulty breathing, poisoning or possible heart attack**. In less serious situations there are options that could help you get the care you need faster.



Find out which doctors and urgent care centers are in our Preferred network at fepblue.org/provider or download our *fepblue* app.



My primary care doctor

Tel. _____

Name _____



Nearest retail clinic

Tel. _____

Address _____



Nearest urgent care

Tel. _____

Address _____



Nearest ER

Tel. **911** _____

Address _____



Apple, the Apple logo, iPad and iPhone, are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

Google Play and the Google Play logo are trademarks of Google LLC.

Act-fast Care Guide



SEEKING ADVICE

24/7 Nurse Line

WANT CARE QUICKLY

Teladoc® Services

NEED CARE TODAY

Primary Care Doctor

NEED CARE SOON

Retail Clinic

NEED CARE NOW

Urgent Care Center

EMERGENCY

911 or Nearest ER

General questions about health issues or where to go for care

Treatment for minor illnesses and injuries

Diagnosis & treatment of illness, chronic conditions, routine checkups

Health screenings, vaccinations, minor illness or injury

Non-life-threatening illness or injury that requires immediate care

Life-threatening illness or injury (chest pain, signs of stroke, difficulty breathing/moving)

Available by phone at **1-888-258-3432** or online at fepblue.org/myblue

Visit fepblue.org/telehealth or call **1-855-636-1579**

Call your doctor's office for an appointment

Walk-in appointments at a clinic in your nearby pharmacy

Walk-in appointments with shorter wait times than the ER

Immediately call 911 or go to your nearest ER

Our registered nurses are **available 24/7** by phone, online chat and email

Board-certified doctors available 24/7 via phone, video or the Teladoc® app

Many offer **night & weekend** hours, virtual visits and 24-hour phone lines

Often open **nights & weekends**

Open 7 days a week, often with evening hours

Open 24/7

Included with your membership **at no cost**

All members receive their first two visits free. After your first two visits, you pay:

**Standard Option/
FEP Blue Focus: \$10**

Basic Option: \$15

Telehealth behavioral health therapists are available 7 a.m. to 9 p.m. local time.

Standard Option: \$25

Basic Option: \$30

FEP Blue Focus: \$10 each for first 10 combined professional service visits

Standard Option: \$25

Basic Option: \$30

FEP Blue Focus: \$10 each for first 10 combined professional service visits

Standard Option: \$30

Basic Option: \$35

FEP Blue Focus: \$25

Standard Option: 15% of our allowance*

Basic Option: \$175 per day

FEP Blue Focus: 30% of our allowance*

Ground Ambulance Transportation: \$100 per day for Standard & Basic Option; **30%** of our allowance for FEP Blue Focus

**The calendar year deductible applies in this situation. Standard Option: \$350 per person or \$700 per family. FEP Blue Focus: \$500 per person or \$1,000 per family. Basic Option does not have a calendar year deductible.*

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.

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 brochures (FEP Blue Standard and FEP Blue Basic: RI 71-005; FEP Blue Focus: RI 71-017). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochures.

The Blue Cross Blue Shield Association is an association of independent, locally operated Blue Cross and Blue Shield companies.

The Blue Cross® and Blue Shield® words and symbols, Federal Employee Program® and FEP® are all trademarks owned by Blue Cross Blue Shield Association.