

Care Options Available to You

There are many options available for when you need care for an ailment or illness. If you are experiencing symptoms meeting the definition of an emergency as defined in your plan documents, you should immediately call 911.



24-Hour Nurse Line – 800.379.5001 (TTY 711)

Identify urgent/emergency symptom
Get help identifying/managing a medication interaction, illness or injury

Locate a local PCP, specialist or hospital for care 24 hours a day / 7 days a week



Primary Care Provider (PCP)

Well visits, annual checkups and vaccinations (*virtual visits may be available)

Has access to your medical history
Non-emergency care



Virtual Visits

See a healthcare provider on your smartphone, tablet or computer through a virtual visit*
Review and discuss chronic conditions

Identify infections, colds or flu
Diagnose/treat urinary tract infections, pink eye, rashes, sinus problems or a sore throat



Urgent Care

Non-emergency care
No appointment necessary
Evening and weekend hours, or if you are unable to get an appointment to see your PCP



Emergency Department (ED)

Emergency and life-saving care
Open 24 hours a day / 7 days a week



*Contact your PCP or healthcare provider's office directly to see if virtual visits (telemedicine) are available.