



## KNOWING WHERE TO GO FOR CARE STARTS HERE

**Y**ou have many choices of where to go for medical care. We're here to help you sort through your options, so that you do what's right for your health – and your wallet. By getting the right care, at the right place and the right time, you can save time, money, and improve your overall health.

### PRIMARY CARE PROVIDER (PCP) COST \$

The go-to place for managing your healthcare. Your primary care provider (PCP) monitors your overall health and should help coordinate all the care you receive. Your PCP knows your medical history best, so it's always a good idea to consult with them before seeking alternate care.

### URGENT CARE/RETAIL CLINIC COST \$\$

Immediate care for pressing, but not life-threatening conditions. In some communities, urgent care facilities are open 24/7. Retail health clinics, located within retail stores, are also designed to handle minor, non-emergent health issues at your convenience. Retail health clinics are typically staffed by licensed nurse practitioners, physicians assistants, and sometimes physicians. The wait time is shorter than an emergency room.

### EMERGENCY ROOM/COMMUNITY HOSPITAL COST \$\$\$

Immediate care for life-threatening emergencies. Always go to the emergency room (ER) if your health is in danger or call 911. However, for less severe injuries or illnesses, the ER can be expensive and wait times can average over four hours.



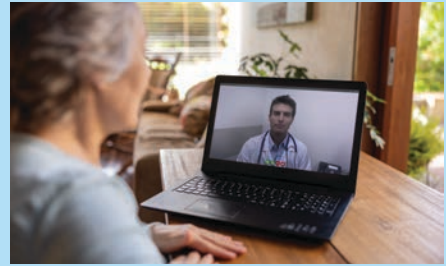
**Kansas City**

**BLUE MEDICARE  
ADVANTAGE**

# GUIDE TO FINDING THE BEST CARE OPTIONS

	Primary Care Provider \$	Urgent Care/ Retail Clinic \$\$	Emergency Room/ Community Hospital \$\$\$
Mild Asthma	✓	✓	
Minor Headaches	✓	✓	
Sprains, Strains	✓	✓	
Nausea, Vomiting, Diarrhea	✓	✓	
Bumps, Cuts, Scrapes	✓	✓	
Burning with Urination	✓	✓	
Coughs, Sore Throat	✓	✓	
Ear and Sinus Pain	✓	✓	
Eye Swelling, Irritation, Redness or Pain	✓	✓	
Minor Allergic Reactions	✓	✓	
Minor Fevers, Colds	✓	✓	
Rashes, Minor Burns	✓	✓	
Vaccinations	✓		
Back Pain	✓	✓	
X-rays		✓	
Animal bites		✓	
Stitches		✓	
Cut or wound that won't stop bleeding			✓
Any life-threatening or disabling condition including difficulty breathing			✓
Sudden or unexplained loss of consciousness			✓
Chest pain, numbness in face, arm or leg; difficulty speaking			✓
Severe shortness of breath			✓
High fever with stiff neck, mental confusion or difficulty breathing			✓
Coughing up or vomiting blood			✓
Major injuries			✓
Possible broken bones			✓

## BLUE KC VIRTUAL CARE IS ALWAYS ON



### \$0 ACCESS TO 24/7 HEALTHCARE

Blue KC Virtual Care provides 24/7 access to a board-certified physician without leaving your home – and it's perfect for minor illnesses such as sinus pain, sore throats, coughs, rashes, or mild fever. Blue KC Virtual Care is always on and available around the clock. Use your smartphone, tablet, or computer to connect to [BlueKCVirtualCare.com](https://www.BlueKCVirtualCare.com), virtually anytime. And, it's at no additional cost to you!

## MINDING YOUR BEHAVIORAL HEALTH

At Blue KC, we believe what's good for the mind is good for the body. That's why we've made sure your health coverage includes a behavioral health resource.

Mindful by Blue KC is here to help you address stress, depression, anxiety, substance use, and everyday challenges. This service provides 24/7 access to Mindful Advocates. Just call **833-302-MIND (6463)**. Want more information? Visit [MindfulBlueKC.com](https://www.MindfulBlueKC.com).

