



## Knowing Where to Go for Care Starts Here

Getting the right care, at the right place and the right time can save you time, money and improve your overall health.

### Primary Care Doctor

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

**COST \$**

### Blue KC Virtual Care

Mobile technology makes care more accessible than ever. Now, you can have a video visit with a doctor or behavioral healthcare provider, right from home or wherever you are. All you need is a smartphone, tablet or computer – and you can either download the MyBlueKC mobile app or visit [MyBlueKC.com](https://www.mylbluekc.com).

**COST \$\$**

### Retail Health Clinic

Located within retail stores, these health centers are designed to handle minor, non-emergent, health issues at your convenience. Retail health clinics are typically staffed by licensed nurse practitioners, physician assistants, and in some instances, physicians.

**COST \$\$\$**

### Urgent Care

Immediate care for pressing, but not life-threatening conditions. In some communities, urgent care facilities are open 24/7. The wait time is shorter than an emergency room.

**COST \$\$\$\$**

### Emergency Room/Community Hospital

Immediate care for life-threatening emergencies. Always go to the emergency room (ER) or call 911 if your health is in danger. However, for less severe injuries or illnesses, the ER can be expensive and wait times can average over four hours. Smaller community/neighborhood hospitals may advertise both emergency and urgent care. However, emergency room rates are generally charged for any type of visit at these facilities.

**COST \$\$\$\$\$**

### Behavioral Health

In addition to the behavioral health benefits included in your health plan, you also have access to Mindful Advocates available 24/7 to help with behavioral healthcare needs. To reach a Mindful Advocate call the behavioral health phone number on your member ID card or visit [MindfulBlueKC.com](https://www.mindfulbluekc.com) to learn more.

**You have a lot of choices of where to go for medical care.**

We can help you sort through these options, so that you do what's right for your health, and your wallet. The next time you're wondering where to turn, visit [BlueKC.com/WTG](https://www.bluekc.com/WTG).



BlueKC.com/WTG

	Primary Care Doctor \$	Blue KC Virtual Care \$\$	Retail Health Clinic \$\$\$	Urgent Care \$\$\$\$	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	✓	✓	✓	✓	
Back Pain	✓			✓	
X-rays	✓			✓	
Animal bites	✓			✓	
Stitches	✓			✓	
Vaccinations	✓				
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					✓

For many members, deductibles and coinsurance may also apply, which can make an even greater difference in the cost between an emergency room and other care options.

## To best determine where to go for medical care:

Visit [BlueKC.com/WTG](https://BlueKC.com/WTG).



BlueKC.com/WTG

For costs and further details of the coverage, including exclusions, any reductions or limitations and the terms under which the policy may be continued in force, see your insurance producer or write Blue KC.

**NOTE:** The Member Guide provides a general overview of services and benefits that may be included in some Blue KC health plans. Because coverage details can vary, we encourage you to review your specific plan documents for accurate information. For details about your coverage, please refer to your Summary of Benefits and Coverage (SBC) by visiting [MyBlueKC.com](https://MyBlueKC.com) and clicking on **Plan Benefits**.