



ER OR URGENT CARE?

Your best choice for the care you need

RIGHT CARE, RIGHT PLACE. Visiting the doctor's office or urgent care center for routine medical needs saves time and money compared to the emergency room (ER). Use this guide to know where to go to get the care you need.



VIRTUAL VISIT

Get a board-certified physician's opinion with the click of a button.

Whether at home or on the road you can be treated for a variety of health problems:

- Cold and flu
- Bronchitis and sinus infection
- Sore throats and allergies
- Fever and headache
- Pink eye or skin condition

Visit DoctorOnDemand.com or download the app at the App Store or get it on Google Play.



PHYSICIAN'S OFFICE

or call BeWell 24/7SM
at 844-84-BEWELL (239355)

Injuries or illness that are not life-threatening, and can wait for a physician's office visit:

- Earaches
- Sore throats
- Fevers that respond to fever-reducing medications
- Ankle sprains and other strains of muscles and joints
- Coughs and colds
- Abdominal pain or other symptoms that resemble an illness that is "going around"



URGENT CARE CENTER

Injuries or illnesses that aren't life-threatening but can't wait for a physician's office visit:

- Sprains, minor cuts and burns, minor broken bones, or minor eye injuries.
- Earaches, sore throats, minor headaches, low-grade fevers and limited rashes.

For a list of available centers, go to myWellmark.com and log in, register, or download the Wellmark mobile app and select Find Care.



EMERGENCY ROOM

or call 911

If you have one or more of these symptoms, immediately go to the ER or call 911:

- Chest pain lasting two minutes or more
- Uncontrolled bleeding
- Sudden or severe pain
- Coughing or vomiting blood
- Difficulty breathing; shortness of breath
- Sudden dizziness, weakness or change in vision
- Severe or persistent vomiting or diarrhea
- Change in mental status (for example, confusion)

COST COMPARISON

Average treatment cost = **\$123** in a physician's office vs. **\$1,209** in an emergency room¹

Receiving ER treatments for non-emergency medical conditions is a major contributor to the rising cost of health care.

¹ Wellmark Business Analytics, 2018.



Need help? No problem!

Wellmark has tools and resources to help you navigate the health care system and get the most out of your health care benefits.

GO ONLINE TO myWELLMARK® AT myWELLMARK.COM AND CHOOSE:

- **Coverage** to understand which services are covered under your plan.
- **Find Care** to help save money by going to an in-network provider. You can also share your experience with your provider, as well as review feedback from other patients.



Real people. Real help. 24/7.

When you call BeWell 24/7, you'll be connected with a real person who can help you with a variety of health-related concerns. For example:

- Locate health care providers and facilities — whether you're at home or traveling.
- Estimate your costs for common medical procedures and services.
- Coordinate health care appointments, in-home health help and record retrieval.
- Discuss treatment options and answer your health and wellness questions.
- Make arrangements for community-based services you or a family member needs like in-home safety modifications, meals, medical equipment, transportation and more.

BeWell 24/7. It's real help from real people around the clock. Exclusively for Wellmark members.



Not registered for myWellmark?

- It's easy. myWellmark is your one-stop source for pharmacy tools and other personalized health care information. Register at myWellmark.com.
- Plus, you can get on-the-go access to your benefits with the easy-to-use Wellmark mobile app, also available at myWellmark.com.

Wellmark complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意：如果您说普通话，我们可免费为您提供语言协助服务。请拨打 800-524-9242 或（听障专线：888-781-4262）。

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen kostenlose sprachliche Assistenzdienste zur Verfügung. Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).



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