

# Know Where to Go for Care

When you need care, where you go matters. Learn about your options so you can make the best choice for treating your condition.



## When to visit your Primary Care Provider

Seek care from your **Primary Care Provider (PCP) whenever possible**. They understand your medical history and can set you up with a specialist if needed.

Common uses include:

- Preventive services and vaccinations
- Ongoing medical care for a chronic condition
- Medical problems that are not an immediate or serious threat to your health or life, like strep throat, colds, the flu, or allergies
- Initial concerns related to stress, sleep, mood changes, or emotional well-being



## When to use Telehealth

As a Compass Rose Health Plan member, **you have access to our telehealth service, Doctor On Demand®**, which is available 24/7 for urgent care and mental health needs. In addition, you may use telehealth services offered by your in-network PCP.

Common uses include:

- Cold and flu
- Fever
- Sore throat
- Allergies
- Anxiety, depression, or stress
- Rashes
- Diarrhea or vomiting
- Urinary tract infections



## When to go to Urgent Care

**If you cannot reach your doctor or need care outside of office hours**, urgent care centers can provide outpatient care for a wide range of conditions.

Common uses include:

- Cold and flu
- Sore throat
- Infection
- Rashes
- Sprains and strains
- Minor broken bones or cuts
- Mild asthma attack
- Earaches



## When to go to the Emergency Room

**If you have an urgent, acute or life-threatening condition, call 911 or go to the emergency room right away.** Otherwise, one of the other care options might save you time and money.

Common uses include:

- Sudden change in vision
- Sudden weakness
- Difficulty breathing
- Severe head injury
- Thoughts of harming yourself or others
- Heavy bleeding
- Spinal injuries
- Chest pain
- Major wounds, burns, or broken bones



## How much will my care cost?

This table shows what you can expect to pay for each care option when using an **in-network** provider.

Care Option	Standard Option	High Option
<b>Primary Care Provider (PCP)</b>	Premium Care Physician*: \$10 Non-Premium Care Physician: \$35	\$15
<b>Mental Health Office Visit</b>	\$10	\$15
<b>Telehealth via Doctor On Demand</b>	\$0 for first 5 visits \$10 after 5th visit	\$0, unlimited visits
<b>Telehealth via PCP</b>	Premium-Designated PCP*: \$10 Non-Premium PCP: \$35	\$0
<b>Urgent Care</b>	\$50, waived if admitted	\$35, waived if admitted
<b>Emergency Room</b>	30% of the Plan Allowance, waived if admitted <sup>1</sup>	10% of the Plan Allowance, waived if admitted <sup>1</sup>

Lower copays for Premium Care Physicians are not available to members enrolled in or eligible for Medicare.

\*When choosing your PCP from our provider directory, look for two blue hearts, which indicate Premium Care Physicians. These providers meet the criteria for providing quality and cost-efficient care and have lower copays.

<sup>1</sup> Deductible applies.



## Learn More

Find network physicians, behavioral health providers, urgent care centers, and other care in your area at [compassrosebenefits.com/UHC](https://compassrosebenefits.com/UHC) — no referrals required.

If you have additional questions about the health plan or your care options, call us toll-free at **(888) 438-9135**, 8 a.m. to 8 p.m. E.T.



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This care options guide applies to Compass Rose High and Standard Option members. Medicare Advantage members should refer to their plan materials for care options and provider information.