Know where to get care

You have options when choosing where to go for medical care. Here are some tips to help you make the right choice for where to go the next time you need care.

Where to go	Cost	Choosing the best option
Primary care physician	$	Your doctor should be your **first choice** for routine medical care or minor illnesses or injuries that are not an emergency. You may have an office visit copay depending on your plan. **TIP:** If you can't make it to their office, you might be able to schedule a remote visit with your doctor through phone or video connection, known as telehealth. Check with your primary care physician to see if they offer this option.
Telemedicine	$	If your doctor isn't available for minor medical or behavioral health needs, telemedicine may be an option for you. Telemedicine gives you fast and convenient access to a doctor 24/7/365 wherever you are through your phone, tablet, or computer. Register today at **Member.ExcellusBCBS.com** **Medical telemedicine for:** • Allergies • Asthma • Cold & flu • Constipation • Diarrhea • Fever • Joint aches • Nausea • Pink eye • Rashes • and more **Behavioral health telemedicine for:** • Addictions • Anxiety • Bipolar disorders • Depression • Eating disorders • Grief and loss • LGBTQ support • Panic disorders • Stress • and more **Dermatology telemedicine for:** • Acne • Alopecia (Hair Loss) • Cold Sores • Dermatitis • Eczema • Fungal Skin Infections • Psoriasis • Rosacea • Suspicious Spots & Moles • Warts • and more
Urgent care	$$	If your medical issue is not life threatening and your doctor isn't available, you can visit an urgent care center and get the care you need. • Minor cuts, bruises or burns • Muscle strains or sprains • Cold and flu treatment
Emergency room	$$$	You should only go to the emergency room if you have a serious or potentially life-threatening medical condition. **Call 911** for assistance. Do not try to drive yourself there.

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