



It's cold and flu season.  
When you need care, know where to go.  
Your next step?

# Check

your options  
for care.



# Choose

your care  
provider.



# Go ▶

for better  
health.



With online doctor visits, urgent care centers and more,  
comparing your care options for quality, cost and convenience  
could end up **saving you a lot of time, money and frustration.**

# Check. Choose. Go.<sup>SM</sup>

When you need care, call your primary care physician or family doctor first.

Your physician has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. When seeing your physician is not possible, however, it's important to know your quick care options to find the place that's right for you and help avoid financial surprises. Compare your choices today at [uhc.com/checkchoosego](http://uhc.com/checkchoosego).

Quick Care Options	Needs or Symptoms	Average Cost*	
<b>24/7 Nurse Line</b> Call the number on your health plan ID card for expert advice.	<ul style="list-style-type: none"> <li>Choosing where to get medical care</li> <li>Finding a doctor or hospital</li> </ul>	<ul style="list-style-type: none"> <li>Health and wellness help</li> <li>Answers to questions about medicines</li> </ul>	\$0
<b>Virtual Visits</b> Anywhere, anytime online doctor visits.	<ul style="list-style-type: none"> <li>Cold</li> <li>Flu</li> <li>Fever</li> </ul>	<ul style="list-style-type: none"> <li>Pinkeye</li> <li>Sinus problems</li> </ul>	\$50
<b>Convenience Care Clinic</b> Treatment that's nearby.	<ul style="list-style-type: none"> <li>Skin rash</li> <li>Flu shot</li> </ul>	<ul style="list-style-type: none"> <li>Minor injuries</li> <li>Earache</li> </ul>	\$65
<b>Urgent Care Center</b> Quicker after-hours care.	<ul style="list-style-type: none"> <li>Low back pain</li> <li>Respiratory (cough, pneumonia, asthma)</li> <li>Stomach (pain, vomiting, diarrhea)</li> </ul>	<ul style="list-style-type: none"> <li>Infections (skin, eye, ear/nose/throat, genital-urinary)</li> <li>Minor injuries (burns, stitches, sprains, small fractures)</li> </ul>	\$190
<b>Emergency Room (ER)</b> For serious immediate needs.	<ul style="list-style-type: none"> <li>Chest pain</li> <li>Shortness of breath</li> <li>Severe asthma attack</li> </ul>	<ul style="list-style-type: none"> <li>Major burns</li> <li>Severe injuries</li> <li>Kidney stones</li> </ul>	\$1,700

## Freestanding ERs

Many people have been surprised by their bill after visiting a freestanding emergency room (FSER). FSERs, sometimes referred to as urgency centers, can be two times the cost of an ER and twenty times the cost of an Urgent Care Center. Neither located in nor attached to a hospital, FSERs are able to treat similar conditions as an ER but do not have an ER's ability to admit patients.

## Ask before you enter:

- Is this an urgent care center or an ER?
- Is this facility a network provider?



Learn more at [uhc.com/checkchoosego](http://uhc.com/checkchoosego).

\*Source: Average allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. UnitedHealthcare 2015 (Estimated \$1,500.00 difference between the average emergency room visit and the average urgent care visit). The information and estimates provided are for general informational and illustrative purposes only and is not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. In an emergency, call 911 or go to the nearest emergency room. The Designated Virtual Visit Provider's reduced rate for a virtual visit is subject to change at any time.

Check your official health plan documents to see what services and providers are covered by your health plan. Virtual Visits is not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual Visits and urgent care are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations. Urgent care facility names, addresses, phone numbers and network statuses are subject to change without notice. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. MT-1169094.0 3/18 ©2018 United HealthCare Services, Inc. 18-7438-C