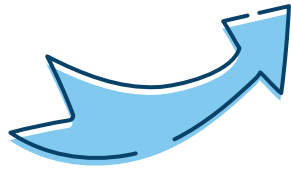


Go here for care

When you or a loved one needs medical care — whether it's serious, routine, or somewhere in between — you need to know where to go for help. Our guide makes it easy.



Your care chart



Here's where to go when you need help. As you can see, the symptoms or condition you have determine your best destination for care.

Log in at <highmarkbcbs.com> and click on **Find a Doctor** to find the in-network option that's right for you.



Emergency Room (ER)
Serious, life-threatening, or involving severe pain



Urgent/Express Care
Urgent but not life-threatening



Doctor's Office
Sick visits and checkups, chronic care



Virtual Medicine
Minor Illnesses

Symptoms/Conditions	Emergency Room (ER)	Urgent/Express Care	Doctor's Office	Virtual Medicine
	Difficulty breathing Chest pain Uncontrolled bleeding Severe injury Stroke symptoms*	Headaches/migraines Asthma/breathing conditions Flu & colds Urinary tract infections	Cold & sinus symptoms Stomach problems High blood pressure Behavioral health issues Other chronic conditions	Cold Flu Earaches or when you can't see your doctor
Estimated cost by comparison	Highest	Moderate	Lower	Lowest
Hours of operation	24/7	Mornings, evenings, and weekends	Business hours (generally)	24/7

If you believe you are having a medical emergency and you need immediate treatment, **go directly to any hospital emergency room or call 911.**

* Numbness or weakness in your face, arm, or leg, especially on one side. Confusion or trouble understanding other people. Difficulty speaking. Trouble seeing with one or both eyes.

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Virtual medicine service availability is subject to state laws. Virtual medical services are subject to the telemedicine services benefit. You may be responsible for the full cost of ineligible virtual medicine services. To determine the availability of services under your health plan, please review your Outline of Coverage for details on benefits, conditions and exclusions or call the number on the back of your ID card.

The Claims Administrator/Insurer 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 usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。