

Compare care options to help keep costs down

Getting care at the place that may best fit your condition or situation may save you up to \$2,300 compared to an emergency room (ER) visit.* If you have a life-threatening condition, call 911 or go to the ER. For everything else, it may be best to contact your primary care provider (PCP) first. If seeing your PCP isn't possible, it's important to know your other care options, especially before heading to the ER.



ER

Care options to consider



UHC Advocate4Me

Connect with a nurse to help you decide where to go



PCP

Care from the doctor who knows you best



Virtual Visit

See a doctor whenever, wherever



Convenience care

Basic conditions that aren't life-threatening



Urgent care

Serious conditions that aren't life-threatening



Emergency room

Life- and limb-threatening emergencies

Average cost*	\$0	\$125	\$49	\$90	\$170	\$1,675
PPO Plan Member Costs	\$0	\$25 Tier 1 \$45 Non-Tier 1	\$0	\$20	\$75	\$250
HDHP Plan Member Costs	\$0	15% after deductible	15% after deductible	15% after deductible	15% after deductible	15% after deductible
Hours		Varies by location	24/7	Varies by location	Varies by location — may be open nights/weekends	24/7
How to connect	1-888-876-7098, TTY 711	Contact your PCP	myuhc.com	myuhc.com	myuhc.com	myuhc.com

✓ indicates the suggested place for care when it comes to the following common conditions:

Broken bone					✓	✓
Chest pain						✓
Cough		✓	✓	✓		
Fever		✓	✓	✓		
Muscle strain		✓		✓		
Pink eye		✓	✓	✓		
Shortness of breath						✓
Sinus problems		✓	✓	✓		
Sore throat		✓	✓	✓		
Sprain		✓		✓	✓	
Urinary tract infection		✓	✓	✓		



Need to find a network provider or PCP?

Visiting an out-of-network provider could end up costing you more for care. To find a PCP, urgent care centers and emergency rooms in your network, go to myuhc.com. Not sure where to go for care? Call the number on your health plan ID card.



*2020: 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. (Estimated \$2,300 difference between the average emergency room visit, \$2,500 and the average urgent care visit \$185.) 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 24/7 Virtual Visit is subject to change at any time.

24/7 Virtual Visits phone and video chat with a doctor are 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. 24/7 Virtual Visits 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, or for all members. Check your benefit plan to determine if these services are available. Check your official health plan documents to see what services and providers are covered by your health plan.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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