

KNOW WHERE TO GO

It's important to understand your options when seeking medical care. Non-emergency care for a condition that is not life threatening is generally provided by your physician. If you are in severe pain or your condition is life threatening, you can receive emergency care by calling 911 or visiting an emergency room.



BlueCross BlueShield
of Alabama



TELADOC

Contact Teladoc for **non-life threatening** conditions.

Teladoc® is an independent company providing phone and online physician consultation services to Blue Cross and Blue Shield of Alabama members.



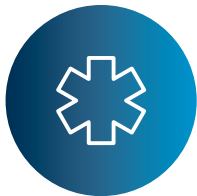
PRIMARY CARE PHYSICIAN

Go to your Primary Care Physician to help manage total care and to seek treatment for **non-life threatening** conditions.



URGENT CARE

Go to an Urgent Care clinic **after hours** or when your Primary Care Physician is otherwise **unavailable**.



EMERGENCY ROOM

Go to the ER immediately for **severe** and **life-threatening** conditions. ERs include hospital based emergency room and freestanding ER facilities.**

<p>Conditions treated may include:</p> <ul style="list-style-type: none"> Allergies Bronchitis Sinus infection Skin rashes 	<p>Average cost* of a visit for the flu</p> <p>\$81</p>
<p>Conditions treated may include:</p> <ul style="list-style-type: none"> Annual check-up Diabetes management Minor illnesses High blood pressure 	<p>Average cost* of a visit for the flu</p> <p>\$100</p>
<p>Conditions treated may include:</p> <ul style="list-style-type: none"> Bladder infection Cold/Flu symptoms Ear infection Sprains/Strains 	<p>Average cost* of a visit for the flu</p> <p>\$118</p>
<p>Conditions treated may include:</p> <ul style="list-style-type: none"> Chest pains Head injury Severe breathing problems Stroke 	<p>Average cost* of a visit for the flu</p> <p>\$863</p>

Examples provided are for illustrative purposes only. Some conditions that are severe enough may require you to go directly to the emergency room.

This information is for educational purposes only and is not a substitute for personal care from a licensed physician. Please consult your physician for diagnosis and treatment options. Benefits are subject to the terms, limitations and conditions of your plan. Please refer to your benefit booklet for a complete listing of your plan benefits.

Teladoc:

Call 1-855-477-4549
or visit
Teladoc.com/Alabama

Blue Cross:

To find an in-network provider near you, use the "Find a Doctor" tool at **AlabamaBlue.com** or the **Alabama Blue** mobile app. If you have questions, call the Customer Service number shown on the back of your Blue Cross member ID card.

* Based on Blue Cross and Blue Shield of Alabama book of business average allowed amount (January-December 2021); does not necessarily represent the portion members pay. Certain preventive services may be provided at no cost to the member.

**The out-of-pocket cost is dependent on how the facility or provider submits the claim to Blue Cross.