










Access to Care

Know Your Options and Save

Nine out of 10 trips to the emergency room are unnecessary.

By selecting the right care option, you can save time and money. Your Primary Care Provider (PCP) should always be your first choice for care, but when he or she is unavailable, your Healthfirst plan covers several alternatives.

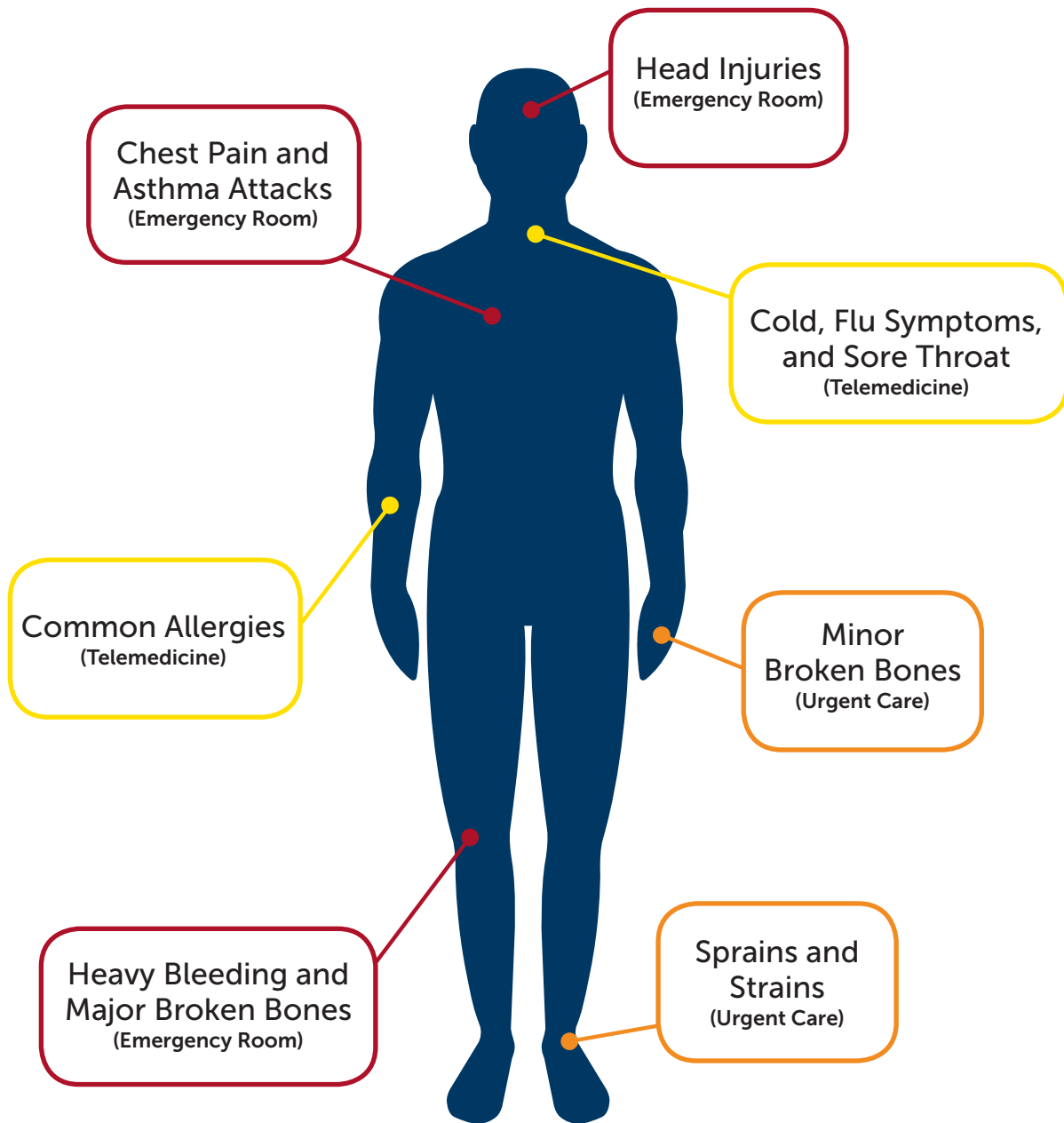
Use the chart below to learn about each option.

Care Option	Description	Typical Cost	Typical Wait Time	Examples
Telemedicine* 	Convenient care by phone or video chat for non-emergency situations; available 24/7 from anywhere 	\$0–\$	0–10 mins 	<ul style="list-style-type: none"> ▪ Cold and flu symptoms ▪ Common allergies and rashes ▪ Respiratory infections ▪ Prescription refills
Urgent Care 	Immediate walk-in care for non-emergency situations; available nights, weekends, and holidays 	\$–\$\$	0–30 mins 	<ul style="list-style-type: none"> ▪ Sprains and strains ▪ Minor broken bones ▪ Minor infections
Emergency Room 	Immediate care for serious or life-threatening conditions; available 24/7 	\$\$\$\$	0–3+ hrs 	<ul style="list-style-type: none"> ▪ Heavy bleeding ▪ Severe head injuries ▪ Loss of consciousness ▪ Asthma attacks ▪ Chest pain ▪ Major broken bones

*Telemedicine services provided through Teladoc. For Healthfirst Pro & Pro Plus Bronze EPO plans, and Healthfirst Green Leaf plan, after the deductible is met the copay is \$0.

To learn more about your care options and search in-network locations, visit HFDocFinder.org.

By selecting the appropriate care option, you can help keep your healthcare costs down.



Sources:

2018 Survey Responses Covering 2017 Calendar Year, Urgent Care Association, Accessed March 2019.

National Hospital Ambulatory Medical Care Survey: 2015 Emergency Department Summary Tables, Centers for Disease Control and Prevention, Accessed March 2019.

9 out of 10 New York Hospital Emergency Room Visits Unnecessary, Fierce Healthcare, April 2016.

This health information or program is for educational purposes only and not intended to treat, diagnose, or act as a substitute for medical advice from your provider. Consult your healthcare provider and always follow your healthcare provider's instructions.

Telemedicine (Teladoc) isn't a replacement for your Primary Care Provider (PCP). Your PCP should always be your first choice for care and for regular visits. Teladoc is not available internationally.

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