

# You have different choices for care

Where you go for care can make a difference in how long you wait and how much you'll pay out of pocket. We're here to help you get the care you need quickly, easily and for less.

|                        | Primary Care Physician (PCP)  | Horizon CareOnline <sup>SM</sup>   | Urgent Care or Retail Health Center <sup>1</sup>  | Emergency Room  |
|------------------------|---|--|---|---|
| <b>Recommended for</b> | <p>Help with non-emergency medical issues as well as preventive and long-term care like:</p> <ul style="list-style-type: none"> <li>• Annual physicals</li> <li>• Regular screenings</li> <li>• Scheduled vaccinations</li> <li>• Chronic condition management</li> </ul> | <p>Help from a doctor by video or phone with non-emergency medical issues like:</p> <ul style="list-style-type: none"> <li>• Colds and/or flu symptoms</li> <li>• Sinusitis</li> <li>• Fever</li> <li>• Skin irritation</li> </ul>                               | <p>Help with non-emergency medical issues like:</p> <ul style="list-style-type: none"> <li>• Moderate fever</li> <li>• Sprains or strains</li> <li>• Minor cuts or burns</li> <li>• Flu shots</li> </ul>                  | <p>For medical conditions that are so severe, they pose a risk to a person's life or long-term health like:</p> <ul style="list-style-type: none"> <li>• Difficulty breathing</li> <li>• High fever</li> <li>• Severe burns</li> <li>• Wounds that need stitches</li> </ul> |
| <b>Cost</b>            | \$  | \$   | \$\$  | \$\$\$\$  |
| <b>Wait Time</b>       | <p><b>Varies</b></p> <p>Make an appointment during office hours.</p>  | <p><b>Under 5 Minutes</b></p> <p>Available 24/7.</p>   | <p><b>Under 30 Minutes<sup>3</sup></b></p> <p>Often open extended hours and weekends.</p>   | <p><b>Over 1.5 Hours on Average<sup>4</sup></b></p> <p>Open 24/7.</p>   |
| <b>How to Find</b>     | <p>Visit <b>Horizon Blue app<sup>2</sup></b> or <b>HorizonBlue.com</b> and click on <i>Find a Doctor</i> to access our <i>Doctor &amp; Hospital Finder</i>. You can search for doctors, specialists, and other health care professionals.</p>                             | <p>Access Horizon CareOnline through the <b>Horizon Blue app</b> or by signing in to <b>HorizonBlue.com</b> to meet with a U.S. board-certified, licensed doctor 24/7, no appointment needed. Behavioral health professionals also available by appointment.</p> | <p>Visit <b>Horizon Blue app</b> or <b>HorizonBlue.com</b> and click on <i>Find a Doctor</i> to access our <i>Doctor &amp; Hospital Finder</i>. You can search for hospitals, labs, and other health care facilities.</p> | <p>Call <b>911</b> or your local emergency services number, or go to the nearest emergency room.</p>  |

<sup>1</sup> Retail Health Centers are clinics or health services that are located in retail pharmacy chains.

<sup>2</sup> To download the **Horizon Blue app**, text **GetApp** to **422-272**, or download it from the App Store<sup>®</sup> or Google Play<sup>™</sup>. There is no charge to download the Horizon Blue app, but rates from your wireless provider may apply.

<sup>3</sup> From [managedcaremag.com/archives/2019/5/urgent-care-surge](http://managedcaremag.com/archives/2019/5/urgent-care-surge)

<sup>4</sup> From [hbr.org/2019/02/to-reduce-emergency-room-wait-times-tie-them-to-payments](http://hbr.org/2019/02/to-reduce-emergency-room-wait-times-tie-them-to-payments)

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**Spanish (Español):** Para ayuda en español, llame al 1-888-556-5592 (TTY 711).

**Chinese (中文):** 如需中文協助, 請致電 1-888-556-5592 (TTY 711).

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