

# Know where to go for care — anytime, anywhere.

When you or a loved one needs medical care — serious, routine, or somewhere in between — remember you have options. Our guide can help you choose the one that's best for you.



# 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 to [MyHighmark.com](https://myhighmark.com) and click on **Get Care** to find the in-network option that's right for you. Questions? Call your Connect team at **1-833-226-2239**.



## Virtual Health



## Doctor's Office



## Urgent/Express Care



## Emergency Room (ER)

	Virtual Health	Doctor's Office	Urgent/Express Care	Emergency Room (ER)
When and where to visit	Convenient, at-home care for minor illnesses	Sick visits, checkups, and care for chronic conditions	Urgent, but not life-threatening	Serious, life-threatening, or involving severe pain
Common symptoms/conditions	Cold Flu Earaches Other minor illnesses that don't require an office visit	Cold/sinus symptoms Stomach problems High blood pressure Behavioral health issues Other chronic conditions	Sprains and strains Asthma/breathing conditions Flu or cold with fever Urinary tract infections	Difficulty breathing Chest pain Uncontrolled bleeding Severe injury Stroke symptoms*
Estimated cost by comparison	Lowest	Lower	Moderate	Highest
Hours of operation	24/7	Business hours (generally)	Mornings, evenings, and weekends	24/7

Depending on your plan, you may have different virtual care options available to you. Contact your primary care provider, call your Connect team at **1-833-226-2239** or log in to your portal to learn more.

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.

Telemedicine service availability is subject to state laws. Telemedical 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.

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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）。

