

Confused About Where to Go for Care?

Use this chart to help you figure out when to use each type of care.

Your Boeing medical plan provides alternatives that may help you receive care quicker — and at a lower cost to you.



Text **BCBSILAPP** to **33633** to get the BCBSIL App that lets you find in-network care while you're on the go.**



24/7 Nurseline*

- Available 24 hours a day, seven days a week
- Call the Nurseline phone number on the back of your member ID card
- At no additional cost as part of your health plan



98point6 Text-Based Primary Care

- Available 24 hours a day, seven days a week, on demand; no appointment needed¹
- Text-based care powered by 98point6 for non-emergency medical issues
- Get started at www.98point6.com/boeing



Doctor's Office

- Office hours vary; average wait time is 18 minutes¹
- Doctor-to-patient relationship established and able to treat, based on knowledge of medical history



Retail Health Clinic

- Based on retail store hours
- Often located in stores and pharmacies to provide treatment for minor medical problems
- Usually lower out-of-pocket cost to you than urgent care



Urgent Care Center

- Generally includes evenings, weekends and holidays; average wait time is 16-24 minutes²
- Often used when your doctor's office is closed, and you don't consider it an emergency



Hospital Emergency Room

- Open 24 hours, seven days a week; average wait time is 35-49 minutes (variable)³
- If you receive care from an out-of-network emergency room, the provider may "balance bill" you and you will have to pay more.
- Multiple bills for services such as doctors and facility



Freestanding Emergency Room

- Open 24 hours, seven days a week
- Could be transferred to a hospital-based ER depending on medical situation; services do not include trauma care
- Often freestanding ERs are out-of-network. If you receive care from an out-of-network provider, the provider may "balance bill" you and you may have to pay more.
- All freestanding ERs charge a facility fee that urgent care centers do not. You may receive other bills for each doctor you see.⁴



Deciding Where to Go?

	Text-Based Care powered by 98point6	Doctor's Office	Retail Health Clinic	Urgent Care Center	Hospital Emergency Room	Freestanding Emergency Room
		 \$	 \$	 \$\$	 \$\$\$	 \$\$\$\$
Who usually provides care	Primary Care Virtual Physicians	Primary Care Doctor	Physician Assistant or Nurse Practitioner	Internal Medicine, Family Practice and Pediatric	ER Doctors, Internal Medicine, Specialists	ER Doctors
Sprains, strains	■	■	■	■	- Any life-threatening or disabling conditions - Sudden or unexplained loss of consciousness - Major injuries - Chest pain; numbness in the face, arm or leg; difficulty speaking - Severe shortness of breath - High fever with stiff neck, mental confusion or difficulty breathing - Coughing up or vomiting blood - Cut or wound that won't stop bleeding - Possible broken bones	- Most major injuries except for trauma[†] - May also provide imaging and lab services but do not offer trauma or cardiac services requiring catheterization - Do not always accept ambulances
Animal bites		■	■	■		
X-rays				■		
Stitches				■		
Mild asthma	■	■	■	■		
Minor headaches		■	■	■		
Back pain		■	■	■		
Nausea, vomiting, diarrhea	■	■	■	■		
Minor allergic reactions	■	■	■	■		
Coughs, sore throat	■	■	■	■		
Bumps, cuts, scrapes		■	■	■		
Rashes, minor burns	■	■	■	■		
Minor fevers, colds	■	■	■	■		
Ear or sinus pain		■	■	■		
Burning with urination	■	■	■	■		
Eye swelling, irritation, redness or pain	■	■	■	■		
Vaccinations		■	■	■		

Urgent Care Center or Freestanding Emergency Room – Knowing the Difference Can Save You Money

Urgent care centers and freestanding ERs can be hard to tell apart. A visit to a freestanding ER often results in significantly higher medical bills than the rate charged by urgent care centers for the same services.

Here are some ways to know if you are at a freestanding ER:

- Looks like urgent care centers, but have the word “Emergency” in their name or on the building.
- Is open 24 hours a day, seven days a week.
- Is not attached to and may not be affiliated with a hospital.
- Is subject to the same ER member share which may include a copay, coinsurance and applicable deductible.

www.bcbsil.com/boeing

[†]Freestanding ED 101: What you need to know” July 2016, The Advisory Board Company.