

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. Even after-hours care is generally coordinated by your physician who can instruct you on how to receive medical care outside of normal business hours, on weekends and on holidays. 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.



PRIMARY CARE PHYSICIAN

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

Expected
out-of-pocket
cost:
\$\$

Conditions treated may include:

- Annual check-up
- Diabetes management
- Fever
- High blood pressure

Teladoc:

Call 1-855-477-4549

or visit

Teladoc.com/Credence



TELADOC

Consult Teladoc via phone or video for **non-life threatening** conditions.

Teladoc® is an independent company providing phone and online physician consultation services to Credence members.

Expected
out-of-pocket
cost:
\$

Conditions treated may include:

- Allergies
- Bronchitis
- Colds
- Pink eye

Credence:

Call the Customer Service number shown on the back of your Credence member ID card, or use the Find Care tool at **CredenceBlue.com** or the **Credence Well-being** mobile app.

Credence encourages you to consult with your physician regarding the appropriate care for your particular condition and not put cost as the first or sole reason for choosing a provider.



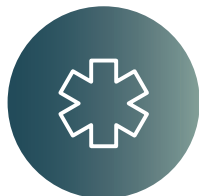
URGENT CARE

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

Expected
out-of-pocket
cost:
\$\$\$

Conditions treated may include:

- Bladder infection
- Cold/Flu symptoms
- Ear infection
- Minor burns



EMERGENCY ROOM

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

Expected
out-of-pocket
cost:
\$\$\$\$\$

Conditions treated may include:

- Chest pains
- Head injury
- Severe breathing problems
- Stroke

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.

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



CREDENCE

