




# Where do I go for medical care?

**Call us first! We're here for you - 24/7.**

At Evernorth Care Group, we'll help you get the care you need, when you need it.



Type of Care	Virtual Care	Primary Care Provider (PCP)	Urgent Care (after hours care)	Emergency Room
When to use this care	For minor medical conditions.	For urgent/minor medical concerns and routine or preventive care. Same day care is available.	For conditions that are not life threatening, urgent care fills the gap to treat most illnesses or injuries for after hours care.	For immediate treatment of critical injuries or illness, available 24/7.
Conditions treated	<ul style="list-style-type: none"><li>+ Colds and flu</li><li>+ Rashes</li><li>+ Sore throats</li><li>+ Headaches</li><li>+ Stomachaches</li><li>+ Fever</li><li>+ Allergies</li><li>+ Urinary tract infections (UTIs)</li><li>+ And more</li></ul>	<ul style="list-style-type: none"><li>+ General health issues and ongoing care of chronic disease</li><li>+ Preventive care and routine check-ups</li><li>+ Vaccines and screenings</li><li>+ Colds, flu, fever, minor respiratory symptoms</li><li>+ Skin conditions</li><li>+ Minor burns and cuts</li><li>+ Sprains, strains, and broken bones</li><li>+ Headaches</li><li>+ UTI's</li><li>+ And more</li></ul>	<ul style="list-style-type: none"><li>+ Urgent care is available for after hours options when primary care is not available</li></ul>	<ul style="list-style-type: none"><li>+ Uncontrolled bleeding</li><li>+ Heart attack</li><li>+ Seizure or loss of consciousness</li><li>+ Shortness of breath</li><li>+ Head injury/major trauma</li><li>+ Overdose</li><li>+ Stroke symptoms: face dropping, arm weakness, and speech difficulty</li><li>+ And more</li></ul>
Cost and time	<ul style="list-style-type: none"><li>+ Costs are typically the same or less than a visit with your PCP</li><li>+ Get faster service</li><li>+ No need to leave home or work</li></ul>	<ul style="list-style-type: none"><li>+ May charge a copay/coinsurance and/or deductible</li><li>+ Usually need an appointment</li><li>+ Short wait times - typically same day or next day availability</li></ul>	<ul style="list-style-type: none"><li>+ Costs lower than emergency room (ER), but typically higher than Virtual Care or PCP visit.</li><li>+ No appointment needed</li><li>+ Wait times vary</li></ul>	<ul style="list-style-type: none"><li>+ Highest cost</li><li>+ No appointment needed</li><li>+ Wait times may be long</li></ul>
Access to care	<ul style="list-style-type: none"><li>+ Connect with Evernorth Care Group by calling <b>800.233.3264</b> or through MyChart.</li></ul>	<ul style="list-style-type: none"><li>+ Schedule an appointment with your PCP (physician or nurse practitioner) by calling <b>800.233.3264</b> or online using MyChart at <b>EvernorthCareGroup.com</b>.</li><li>+ Need care today? We have options for same day care, call <b>800.233.3264</b> for appointments.</li></ul>	<ul style="list-style-type: none"><li>+ Evernorth Care Group will work with you to partner with the urgent care of your choice. For example, Next Care Urgent Care* or Banner Urgent Care*. Scan the QR code for a map of locations.</li></ul> 	<ul style="list-style-type: none"><li>+ If a situation seems life threatening, call 911 or go to the nearest ER.</li></ul>

**If you believe you are experiencing a medical emergency, call 911 immediately or go to the nearest emergency room.**

\*Check your health plan for coverage details and other care options.



Save our number and **CALL US FIRST**, any time or night - **800.233.3264**.

For non-urgent needs visit **EvernorthCareGroup.com** or scan the QR code to schedule an appointment online with your PCP.

**EVERNORTH** Care Group