



**KNOW
WHERE TO
GO**

Get the care you need

Plan-ahead & on-demand options

From a routine checkup with your doctor to support in the middle of the night, we're here to help you understand your care options—what fits your life and your budget.

A visit to the emergency room (ER), for example, can cost up to five times more than a visit to an urgent care clinic. That's why it's good to know where to go, so you can get the right care at the right time.



Plan-ahead care

Your health plan covers in-network preventive care from day one. So, it's a good idea to plan ahead and schedule appointments with your primary care provider (PCP) for covered services that aren't urgent—like annual checkups, routine screenings, lab work and vaccinations.



On-demand care

You're not feeling well and your doctor's office is closed. Should you go to urgent care? The ER? Wait it out? It's hard to know what to do. With our on-demand options, you can get the care you need right away.

On-demand care



Check out the different ways you can get care below, starting with the option that usually has the shortest wait time and the lowest cost.

	 Virtual visit	 Urgent care clinic	 Emergency room
Description	Meet with a doctor over the phone or video, from the comfort of home. Even get a prescription sent to your pharmacy.	Choose an urgent care center if you need more immediate, in-person attention, especially after hours. Plus, urgent care costs a lot less than the ER.	If you're experiencing life-threatening symptoms, go to the ER. Doctors there are specially trained to treat critical health needs.
Availability	Available 24/7	Hours vary by location	24/7
Average wait time	Short	Moderate	Long
Average cost	Low	Moderate	High
Consider for	Allergies, depression & anxiety, cold & flu, UTIs	Allergies, cold & flu, fever, minor burns	Chest pain, major burns, shortness of breath, uncontrolled bleeding
How to connect	Sign in to your regence.com account, select Find care and look for your virtual care options.	Sign in to your regence.com account, select Find care > Find urgent care near you	Sign in to your regence.com account, select Find care > Find an emergency room near you



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