Know your options when you need care

You have several affordable and convenient options for immediate care. Keep this chart handy to help you make a smart choice the next time you need medical care. You may save time and money. Just text **"GETAPP"** to **90156** for a link to the **Aetna Health℠ app**. You'll be able to find network providers and facilities near you. Message and data rates apply.*

	Care from anywhere	In-person options for care			
	Non-emergency	Non-emergency	Non-emergency	Urgent	Emergency
Care options	**Teladoc Health®** **Teladoc Health gives you 24/7 access to board-certified doctors anytime. They can treat many non-emergency medical issues by phone or video.**	**Primary care physician (PCP**)** **Your PCP is the best option for in-person, non-emergency care. To find in-network PCPs near you, log in to your member website.**	**MinuteClinic®** **MinuteClinic offers convenient care 7 days a week from certified nurse practitioners and physician assistants at select CVS Pharmacy® and Target stores nationwide.**	**Urgent care center** **Urgent care centers provide quick care for serious, but not life-threatening, situations. Many urgent care centers offer imaging, X-ray and lab services.**	**Emergency room** **The emergency room (ER) is for emergencies that can permanently impair or endanger your life. Using the ER for non-life-threatening issues can be very costly and probably means a very long wait time.**
When to use	• Allergies • Flu • Bronchitis • Sinus infection • Food poisoning • Rash • Poison ivy/oak • Sunburn • Sore throat • Headache/migraine • Eye infection and more	• Physicals (wellness, screening) • Vaccinations & injections • Chronic condition management (heart disease, diabetes, arthritis, etc.) • Acute care (sinus infections and injuries) • Urgent care may be available by appointment	• Minor illnesses & injuries • Screenings & monitoring • Skin conditions • Vaccinations & injections • Wellness & physicals • Women's services • Travel health Visit **minuteclinic.com** to confirm services available at your location	• Back/neck pain • Cuts that require stitches • Minor burns • Flu • Sprains • Fractures • Bronchitis • Headaches and more	• Chest pain • Severe abdominal pain • Trouble breathing • Uncontrollable bleeding • Symptoms that may put your life at risk 24 hours a day
Availability	24 hours a day 7 days a week 365 days a year	Weekdays during business hours *(May be open extended hours and/or Saturdays)*	7 days a week *(including evenings and weekends)*	Many open 7 days a week with extended hours	7 days a week 365 days a year
How to access	By phone: **1-855-Teladoc (1-855-835-2362)** By video: **Teladochealth.com/aetna** By mobile app: download the **Aetna Health** or **Teladoc Health app** to get started	By appointment only	At select CVS Pharmacy and Target stores Schedule an appointment at **minuteclinic.com** or through the CVS Pharmacy app	Walk in	Walk in
Average wait time	On-demand within minutes also by appointment	Average wait time of 22 minutes upon arrival[2]	Make an appointment at **minuteclinic.com**	15 - 45 minutes[3]	2 - 4 hours for non-emergency care[3]
Average cost to you	$ • Total cost is $58 or less for general medical visit. Pay at the time of your consult.	$ $ • Pay your copay at appointment, if applicable. • Pay your estimated patient responsibility at time of visit, if applicable.**** • You may be billed for any balance.	$ • No-cost or low-cost access to all covered services.*** • Pay your estimated patient responsibility at time of visit, if applicable.**** • You may be billed for any balance.	$ $ $ • Pay your copay at time of visit, if applicable. • Pay your estimated patient responsibility at time of visit, if applicable.**** • You may be billed for any balance.	$ $ $ $ • Pay your copay at time of visit, if applicable. • Pay your estimated patient responsibility at time of visit, if applicable.*** • You may be billed for any balance.

[1]For a General Medical Visit only. Dermatology and Mental Health services are a separate buy-up options. [2] "Vitals' Annual Physician Wait Time Report," http://www.vitals.com/about/wait-time. [3] Urgent Care Locations, LLC. Urgent care center vs. emergency room. Available at: www.urgentcarelocations.com/ urgent-care-101/faq/urgent-care-center-vs-emergency-room. Accessed April 4, 2018. *Terms and Conditions: bit.ly/2nlJFYG. Privacy Policy: aetna.com/legal-notices/privacy.html. By texting 90156, you consent to receive a one-time marketing automated text message from Aetna with a link to download the Aetna Health℠ app. Consent is not required to download the app. You can also download by going to the App Store or Google Play. **In Texas, PCP is known as physician (primary care). In the State of Washington, PCP refers to primary care provider. ***Applies only to covered services at MinuteClinic. Video Visits are not a covered service under this benefit. Members in health maintenance organization (HMO) and indemnity plans are not eligible for this benefit. Such members should refer to their benefits plan documents in order to determine coverage and applicable cost share for walk-in clinic benefits and services, as applicable. Visit MinuteClinic.com for age and service restrictions. This is not available for fully insured groups in AL, AK, AR, CA, CO, DE, GA, HI, IA, ID, MA, ME, MS, MT, ND, NM, NY, OR, SD, UT, VT, WA, WV and WY. ****Lab, tests and additional services may result in additional charges. Labs and tests cannot be purchased separately and are only performed as part of a standard visit.

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