

Know your options before you go

When you need care, call your primary care physician or family doctor first.

Your physician has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. When seeing your physician is not possible, it's important to know your quick-care options to find the place that's right for you and help avoid financial surprises. Compare your choices today at uhc.com/careoptions-optumcare.

Quick-care options	Needs or symptoms	Average cost ¹	
Benefits Advocate² Nurses are available 24/7. Your one-stop guide for navigating health care. Call 844-585-1466 24/7, 365 days a year for expert advice.	<ul style="list-style-type: none">• Choosing where to get medical care• Finding a doctor or hospital	<ul style="list-style-type: none">• Health and wellness help• Answers to questions about medicines	\$0
24/7 Virtual Visits³ Get care for patients of all ages 24/7. You can talk — by phone ⁴ or video — with a doctor who can diagnose common medical conditions and even prescribe medications ⁵ if needed.	<ul style="list-style-type: none">• Cold• Flu	<ul style="list-style-type: none">• Pink eye• Sinus problems	\$49 or less
Convenience care clinic This choice may be ideal for those on the go. Convenience care clinics let you walk in without an appointment, and can offer treatments for many common symptoms.	<ul style="list-style-type: none">• Skin rash• Flu shot	<ul style="list-style-type: none">• Minor injuries• Earache	\$100
Urgent care center Urgent care centers are often open evenings and weekends and available for immediate treatment of injuries or illnesses that are not life threatening.	<ul style="list-style-type: none">• Muscle sprains or strains• Back pain	<ul style="list-style-type: none">• Skin infections• Broken bones	\$185
Emergency room For immediate treatment of life-threatening injuries or illnesses and other critical conditions, ERs are open 24/7.	<ul style="list-style-type: none">• Chest pain• Shortness of breath	<ul style="list-style-type: none">• Major burns• Severe injuries	\$2,500

Freestanding ERs

Many people have been surprised by their bill after visiting a freestanding emergency room (FSER). FSERs, sometimes referred to as urgency centers, typically bill at ER rates (or higher) and can be \$1,300 more than an urgent care center. Neither located in nor attached to a hospital, FSERs are able to treat similar conditions as an ER but do not have an ER's ability to admit patients.

Ask before you enter:

- Is this an urgent care center or an ER?
- Is this facility a network provider?



Learn more at uhc.com/careoptions-optumcare



¹Source 2020: Average allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. (Estimated \$2,000.00 difference between the average emergency room visit and the average urgent care visit.) The information and estimates provided are for general informational and illustrative purposes only and are not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. In an emergency, call 911 or go to the nearest emergency room. Information about treatment costs are estimates and reflect the average costs of guidance and care delivered through UnitedHealthcare owned and contracted service providers to members of UnitedHealthcare health plans. Costs for specific guidance and treatments may be higher or lower than the costs represented here. Emergency room cost estimates include facility charge and initial physician consultation.

²Benefits Advocates and other phone representatives cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care.

³24/7 Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

⁴Data rates may apply.

⁵Certain prescriptions may not be available, and other restrictions may apply.

Check your official health plan documents to see what services and providers are covered by your health plan. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. ©2022 United HealthCare Services, Inc. All Rights Reserved. (ES22-1277572b)