

The Good: So Many Options

The Key: Get the Right Level of Care

As we continue to make healthcare simpler and more affordable, we offer more options for our members to seek the care they need, when and where they need it. Knowing when to use each level of care is powerful knowledge for them to get optimal care in each situation.



Primary Care Provider (PCP) is the go-to doctor for routine care and general health concerns. They will come to know the patient – and their health story – so that the healthcare can be personal. When members select a PCP in their Bright HealthCare™ network, services may cost as little as \$0. Typical reasons for visiting a PCP include the annual physical, colds and other non-serious illness such as bronchitis and minor injuries.



Convenience Care is also known as a walk-in clinic, found at a Minute Clinic or The Little Clinic. These clinics are open longer hours and are in convenient locations, making them a great option when not able to visit a PCP. This is the place to go with common, non-life-threatening medical conditions such as ear infections, sore throats, pinkeye and minor burns and rashes.



Urgent Care facilities can be a helpful alternative when the need for care happens outside the PCP's office hours. This is the place to go with minor fractures, fever, severe headache, and cuts that may require stitches.



Telehealth has emerged as a major way of getting and giving care. These virtual visits allow greater flexibility and safety – a smart choice when people need to stay home or the PCP isn't available, for minor illness, mental health and even for prescription refills.



Emergency Care in an Emergency Room is for true emergencies such as life-threatening situations: chest pain, trouble breathing, head trauma, severe injury, loss of vision, etc.



Mental Health services can help with emotional situations and to manage stress levels. Most of our plans feature \$0 mental health office visits, with three ways to access mental health services: Doctor On Demand, in-person visits, and telehealth from a member's provider.

So many choices, and a care option for each situation. We hope that you can help guide your clients with their healthcare choices.