



KNOW YOUR CARE OPTIONS

Determine when and where to seek medical care to save time and money!

Your Doctor



If you need medical care, but it is not an emergency, call your doctor for an appointment.



- Routine preventive checkups
- Immunizations
- Sick symptoms
- Medication questions or concerns
- Overall health management



Telehealth

If you can't wait or do not have quick access to care, telehealth can get you the care you need for common medical concerns from your phone or the Web.

- Sinus pain, cold, cough, sore throat or nausea
- Rash, bumps, cuts, scrapes
- Headaches
- Minor fevers (below 104°)
- Mild allergic reactions
- Mild asthma
- Sprains, strains
- Eye swelling, irritation, redness or pain
- Minor burns

Urgent Care



If you need medical care quickly, your doctor is not available, and you prefer an in-person visit, urgent care may be the next best option.



- Stitches
- Minor broken bones that require x-rays
- Sprains/strains
- Back pain
- Sick or uncomfortable symptoms
- Common symptoms that require a prescription



Emergency Room

If you need immediate care, but be advised that if you go to the ER for a problem that is not an emergency, it may cost you even more.



- Life-threatening concerns
- Chest pain, numbness in face, arm or leg, difficulty speaking
- Shortness of breath
- Head injuries, severe broken bones, cut or wound
- High fever (over 104°)

To find an in-network provider, please log into your MyBlueKC.com member portal and click Find a Doctor, or call the Customer Service number found on your Member ID card.

WHO USES TELEHEALTH?



PROFESSIONALS
who can't wait for an appointment



FAMILIES
including those with sick children



INDIVIDUALS
that live in rural areas or outside the city



24/7 HEALTHCARE

Telehealth is provided by Amwell, and is available to most Blue KC members and their covered dependents. Amwell is a provider in the Blue KC network, and their contracted rates are subject to change. Enter your member information in the Amwell Mobile app or at Amwell.com to see the current cost of telehealth services.



WHY USE TELEHEALTH?



Speak with a doctor in minutes – average wait time is 3 minutes



Connect easily with your camera phone or personal computer with camera



Get the care you need – including some prescriptions*



Meet with licensed, U.S. board-certified physicians with an average 15 years' experience practicing medicine



Feel safe with Amwell's private, secure, HIPAA-compliant tool



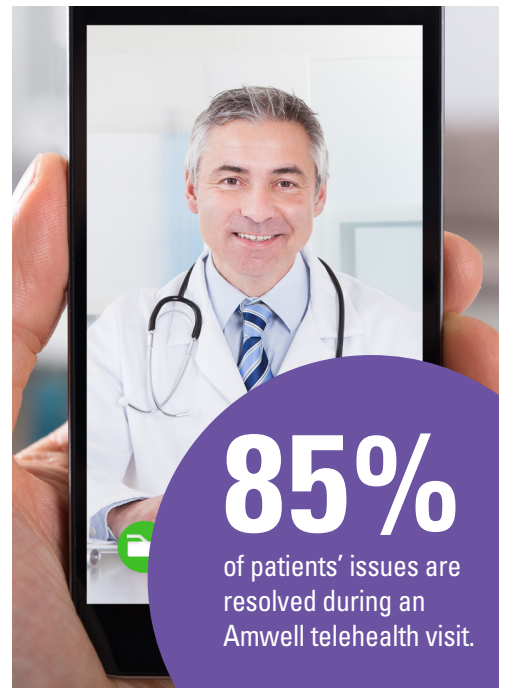
Save on drive time or office wait time



Rest assured if you are traveling and need care quickly



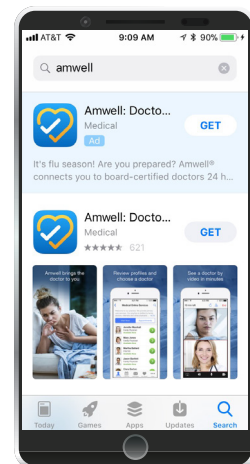
Pay much less than going to emergency room



DOWNLOAD THE APP TO MAKE AN APPOINTMENT

1. Download the **Amwell Mobile App** or visit Amwell.com.
2. Create an account using your Blue KC member ID card for reference. Ensure you choose **Blue KC** from the plan drop-down list.
3. View a list of available doctors, their experience and ratings, and select one.
4. Stream a live visit directly from the Web or your mobile device.

If needed and if medically appropriate, you can request a sick slip or back-to-work documents from your Amwell doctor.



TELEHEALTH IS NOT FOR EMERGENCIES If you are experiencing severe symptoms or have a serious medical concern, go to the emergency room or call 911.

* Blue KC does not guarantee a prescription will be written. For full information regarding this and other benefits, please consult the terms of your benefit plan. American Well's Online Care Group is an independent provider contracted to participate in Blue KC's commercial provider networks.