

# Where to Get Care



Where you go for care can make a difference in how long you wait and how much you'll pay out of pocket. We're here to help you get the care you need quickly, easily and for less.

	Primary Care Physician (PCP)	Doctor Video Consult	Urgent Care or Retail Health Center <sup>1</sup>	Emergency Room
<b>Recommended for</b>	<p>Help with non-emergency medical issues as well as preventive and long-term care like:</p> <ul style="list-style-type: none"> <li>• Annual physicals</li> <li>• Regular screenings</li> <li>• Scheduled vaccinations</li> <li>• Chronic condition management</li> </ul>	<p>Help from a doctor online with non-emergency medical issues like:</p> <ul style="list-style-type: none"> <li>• Colds and/or flu symptoms</li> <li>• Earaches/infections</li> <li>• Fever</li> <li>• Skin irritation</li> </ul>	<p>Help with non-emergency medical issues like:</p> <ul style="list-style-type: none"> <li>• Moderate fever</li> <li>• Sprains or strains</li> <li>• Minor cuts or burns</li> <li>• Flu shots</li> </ul>	<p>Medical conditions that are so severe, they pose a risk to a person's life or long-term health like:</p> <ul style="list-style-type: none"> <li>• Difficulty breathing</li> <li>• High fever</li> <li>• Severe burns</li> <li>• Wounds that need stitches</li> </ul>
<b>Cost</b>	\$	\$	\$\$	\$\$\$\$
<b>Wait Time</b>	<p><b>Varies</b></p> <p>You'll need to make an appointment during office hours.</p>	<p><b>As little as 5 minutes</b></p> <p>Available 24/7.</p>	<p><b>Under 30 minutes<sup>2</sup></b></p> <p>Often open extended hours and weekends.</p>	<p><b>Over 1.5 hours on average<sup>3</sup></b></p> <p>Open 24/7.</p>
<b>How to Find</b>	<p>Call your doctor to see if an appointment is necessary.</p> <p>Need to find a doctor? Visit <a href="https://horizonblue.com/doctorfinder">HorizonBlue.com/DoctorFinder</a>.</p>	<p>Register now so you're ready whenever you need care.</p> <p>Download the <b>Horizon Blue</b> app or visit your secure member portal at <a href="https://horizonblue.com">HorizonBlue.com</a>.</p>	<p>Call your doctor to see if an appointment is necessary.</p> <p>Need to find an urgent care center? Visit <a href="https://horizonblue.com/doctorfinder">HorizonBlue.com/DoctorFinder</a> and select <i>Urgent Care Services</i> from the <i>Category</i> menu.</p>	<p>Dial 911 (or your local emergency services number) or go to the nearest Emergency Room.<sup>4</sup></p>

There's no charge to download the Horizon Blue app, but rates from your wireless provider may apply. For more information about Horizon CareOnline, visit [info.americanwell.com/where-can-i-see-a-doctor-online](https://info.americanwell.com/where-can-i-see-a-doctor-online). For technical help, email [HorizonCareOnline@AmericanWell.com](mailto:HorizonCareOnline@AmericanWell.com). American Well is an independent company that supports Horizon Blue Cross Blue Shield of New Jersey in the administration of telehealth services. Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross and Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross and Blue Shield Association. The Horizon® name and symbols are registered marks, and Horizon CareOnline<sup>SM</sup> is a service mark of Horizon Blue Cross Blue Shield of New Jersey. © 2020 Horizon Blue Cross Blue Shield of New Jersey, Three Penn Plaza East, Newark, New Jersey 07105. Horizon Blue Cross Blue Shield of New Jersey complies with applicable Federal civil rights laws and does not discriminate against nor does it exclude people or treat them differently on the basis of race, color, gender, national origin, age, disability, pregnancy, gender identity, sex, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations. Spanish (Español): Para ayuda en español, llame al **855-477-AZUL (2985)** (TTY 711). Chinese (中文): 如需中文協助, 請致電 **1-800-355-BLUE (2583)** (TTY 711).

1. Retail Health Centers are clinics or health services that are located in retail pharmacy chains.  
 2. From <https://www.managedcaremag.com/archives/2019/5/urgent-care-surge>. Accessed 1/10/2020.  
 3. From <https://hbr.org/2019/02/to-reduce-emergency-room-wait-times-them-to-payments>. Accessed 1/10/2020.  
 4. A referral is not required for the Emergency Room, Horizon CareOnline, urgent care centers or retail health centers.