

# Choose the right health care setting



Where you go for medical services can make a big difference in how much you pay and how long you wait to see a health care provider. The chart below can help you select the right setting for your needs:

Type of care		Wait time	Cost
	<p><b>SHO NurseLine® - 702-242-7330</b></p> <p>You may speak by phone with a registered nurse 24 hours a day, 7 days a week, 365 days a year</p> <p><b>When to call*</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Help choosing the right health care setting for illness or injury</li> <li><input type="checkbox"/> Information about common health problems or injuries</li> </ul>	None	None
	<p><b>MeMD-(855) 636-3669</b></p> <p>Access a Doctor, Counselor or Psychiatrist 24/7/365 from wherever you're at by using your home phone, smart phone, laptop, computer or tablet.</p> <p><a href="http://www.memd.me/group/lvmpd">www.memd.me/group/lvmpd</a></p>	Minimal	<p><b>\$0 Copay for medical or counseling.</b></p> <p><b>\$30 Copay for psychiatry</b></p>
	<p><b>Primary care (your doctor's office)</b></p> <p>Seeing your doctor is important. Your doctor knows your medical history and any ongoing health conditions.</p> <p><b>When to go*</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Preventive services and vaccinations</li> <li><input type="checkbox"/> Medical problems or symptoms that are not an immediate, serious threat to your health or life</li> </ul>	<p><b>1 week or more</b></p> <p>Approximate wait time for an appointment</p>	<p><b>\$0</b></p> <p>Copay</p>
	<p><b>Urgent/Convenience care</b></p> <p>Urgent care and convenience care centers are often open in the evenings and on weekends (ie. UMC Quick Care, Southwest Medical, CareNow, Minute Clinic or Take Care Clinics)</p> <p><b>When to go*</b></p> <ul style="list-style-type: none"> <li>• Sprains and strains</li> <li>• Mild asthma attacks</li> <li>• Sore throats</li> <li>• Minor broken bones or cuts</li> <li>• Minor infections or rashes</li> <li>• Earaches</li> </ul>	<p><b>20 to 30 minutes</b></p> <p>Approximate wait time</p>	<p><b>\$25</b></p> <p>Urgent Care Copay</p> <p><b>\$15</b></p> <p>Convenience Care Copay</p>
	<p><b>Emergency room (ER)</b></p> <p>Visit the ER only if you are badly hurt. If you are not seriously ill or hurt, you could wait hours and your health plan may not cover non-emergency ER visits.</p> <p><b>When to go*</b></p> <ul style="list-style-type: none"> <li>• Sudden change in vision</li> <li>• Sudden weakness or trouble talking</li> <li>• Large, open wounds</li> <li>• Difficulty breathing</li> <li>• Severe head injury</li> <li>• Heavy bleeding</li> <li>• Spinal injuries</li> <li>• Chest pain</li> <li>• Major burns</li> <li>• Major broken bones</li> </ul>	<p><b>3 to 12 hours</b></p> <p>Approximate wait time for non-critical cases</p>	<p><b>\$350</b></p> <p>Copay</p>

\* This is a sample list of services and is not intended to be all-inclusive. For additional information regarding benefits or covered services please refer to the plan document located at [www.umar.com](http://www.umar.com) (Forms) or call UMR at 866-868-1395.