*Project #:* **U12271 — 2019 ER Utilization Landing Page (Moving Behind Blue Connect Login)**

*Date:* 10.23.18

*Version:* 02 (updates from BO and Legal review)   
*Author:* Jonathan Chaney

*Notes:* Moving *bcbsnc.com/CareOptions* landing page behind Blue Connect login so we can make content around Telehealth and Health Line Blue dynamically display based on benefit availability for each member; updates to existing content as well; reading level = 6.9

**DEV NOTE: All links should open in a new tab so member doesn’t lose their place.**

**KNOW WHERE TO GO**

Your Care Options: Explained

RIGHT CARE — RIGHT PLACE — RIGHT CHOICE

When you or a loved one gets sick or injured, it can be really scary. You may not be sure where you should go—especially at night or on the weekend. Can it wait until your doctor's office opens? Should you head to urgent care? Is it serious enough for the emergency room (ER)?

It's not always easy to make the best decision. **But it is important.**

Time, cost, hassle—your health care experience can be very different based on where you go. Blue Cross and Blue Shield of North Carolina (Blue Cross NC) wants to help you choose wisely. And the first step is having a clear picture of all your options.

Along with the information on this page, you can create [a personalized Quick Reference Guide](http://www.bcbsnc.com/members/secure/account/erusurvey/index.htm) that outlines each care option. Print this handy resource out and hang it up. Be sure to save it on your device for the future, too.

**Remember: If you have an issue that threatens your life or health, never wait. Call 911 or go straight to the nearest emergency room!**

# **COMPARE YOUR OPTIONS**

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| **YOUR DOCTOR** | | | | | |
|  | **Choose if you:**  Have an illness, injury, pain or health issue  Need a prescription or refill  Need help managing a long-term condition like high blood pressure, diabetes or asthma  Want to prevent problems (preventive care, like checkups or vaccines) |  | **Average wait time:1,2**  **18 minutes** to see doctor  **21 minutes** face-to-face time with doctor  **39 minutes** total visit |  | **Average member cost:3**  $38 (varies by plan; often lowest-cost option) |
| **EXPAND** to learn more about this option >> [when expanded, link becomes: View Less >>] | | | | | |
| |  | | --- | | **Good choice for:**  + Preventive care  + Minor health issues  + Moderate health issues |   Think of your doctor as your medical “home”—or the quarterback of your entire health care team. It's who you should go to for most medical needs, such as preventive care, regular screenings or tests, and illnesses or injuries. It's also the person you talk to about your health questions and concerns.  Don't have a doctor yet? [Here are 5 tips for choosing one](http://blog.bcbsnc.com/2015/03/five-tips-for-choosing-a-new-primary-care-physician/). Then, use our [Find a Doctor tool](https://www.bcbsnc.com/members/secure/doctors/search.htm) to research your options.  Finally, fill in your doctor's information on the [Quick Reference Guide](http://www.bcbsnc.com/members/secure/account/erusurvey/index.htm) so it's always handy. What to expect On average, people spend 18 minutes1 waiting to see their doctor—then get about 21 minutes in face-to-face time.2 So, the typical doctor's visit takes only 39 minutes in total. That means you'll save a lot of time compared to a trip to the ER. And it's even quicker than most urgent care centers.  The cost of a doctor visit depends on your specific health plan. But it's much less than a visit to the ER, where the average member cost is $453.3 And the copay or coinsurance for a doctor visit is often less than what you'd pay at an urgent care clinic, too.  All in all, you'll save the most time and money by going to your doctor for any health care need that isn't a true emergency! A relationship that's important for your health Some people have seen the same doctor for decades. But even if you're just starting to see a doctor, the relationship is still an important one to build up. Here's why:   * **They get to know you:** Your doctor gets to know your health, so they're able to provide you with the best overall care. They also are key to managing any long-term health conditions—or lowering your chance of getting them in the first place. * **You save time:** When you have a health history with a doctor, it saves you time and cuts down on paperwork. Plus, visits are usually much quicker than at the ER or urgent care. And many doctors offer walk-in and same-day appointments—as well as weekend hours and after-hours phone lines. * **You save money:** Seeing your doctor usually means lower copays or costs compared to other care options. Over time, getting regular care from you doctor helps prevent costly health problems in the future, and can keep you out of the hospital. | | | | | |

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| **HEALTH LINE BLUESM (1-877-477-2424)** | | | | | |
|  | **Choose if you:**  Aren't sure where to go  Want to discuss options for at-home symptom relief until you can see your doctor  Have health questions |  | **Average wait time:1**  **13 seconds** |  | **Average member cost:3**  $0 |
| **EXPAND** to learn more about this option >> [when expanded, link becomes: View Less >>] | | | | | |
| |  | | --- | | **Good choice for:**  + Minor health issues  + Moderate health issues |   You can talk to a nurse anytime—day or night—by calling Health Line Blue. They'll help you decide the best place to get care based on your symptoms. They can also help you treat your issue at home or ease your symptoms until you can get in to see your doctor.  **Just call 1-877-477-2424 (toll-free).** We've included Health Line Blue on your [Quick Reference Guide](http://www.bcbsnc.com/members/secure/account/erusurvey/index.htm) so you'll have their number close by. Save it in your phone, too. You'll also find the nurse support line listed on your member ID card, your benefit booklet, Blue Cross NC’s mobile app and the Blue Connect member site. What to expect You'll connect with a nurse quickly to talk through your options. And best of all, Health Line Blue is free! Experts on-call for you—24 hours a day, 7 days a week Health Line Blue is also a great resource for many things beyond just finding care. Make them your first call when you want to:   * **Get quick answers:** Find out what your symptoms may mean; learn how to treat injuries or illnesses at home; ask about things you don't understand after a doctor's visit. * **Check treatments:** Understand your medications; get support when making decisions on tests or other procedures; learn about other treatment options that may be available. * **Feel your best:** Learn more about managing chronic conditions, like high blood pressure, diabetes or asthma; ask questions about your medications; prep for an upcoming doctor's visit. | | | | | |

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[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = MDLIVE, display this table:

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| **MDLIVE® (TELEHEALTH)** | | | | | |
|  | **Choose if you:**  Have a minor health issue like a cold, the flu, allergies or pink eye  Want the convenience of a video consult at home, at work or on the go  Need care on nights, weekends or when your doctor isn’t able to see you |  | **Average wait time:1,2**  **10 minutes** to start a consult (can vary)  **30 minutes** total visit |  | **Average member cost:3**  $45 or less (varies by plan) |
| **EXPAND** to learn more about this option >> [when expanded, link becomes: View Less >>] | | | | | |
| |  | | --- | | **Good choice for:**  + Minor health issues |   Telehealth from MDLIVE is a good care option for minor health issues when you can’t see your doctor. Start a video consult with a board-certified doctor in just minutes using your smartphone, tablet or PC. It’s available 24 hours a day, seven days a week—even on holidays. [Watch this video to see how it works](https://www.youtube.com/watch?v=mDxgfFAca98).  Sunburn at the beach? Stomach bug on Thanksgiving? In a rural area with no doctors nearby? Think you’ve got the flu but don’t feel up to driving to your doctor’s office? These are just a few of the reasons people use telehealth. If you haven’t tried it yet, we explain how to get started the “Next Steps” section at the bottom of this page.   What to expect Telehealth is often more convenient and cost effective than going to urgent care. While wait times can vary based on demand, the average is 10 minutes.1 The consult itself generally lasts 10 to 30 minutes.2 And you’ll pay for each video consult the same as an office visit with your primary care doctor.3 That means:   * **If your plan has a copay:** You’ll pay the usual copay for a doctor’s visit. * **If your plan has a deductible and coinsurance:** You’ll pay no more than $45. (After meeting your deductible, you’ll pay your coinsurance portion of the $45.)  Perks of telehealth MDLIVE has a 97% satisfaction rating—and 97% of patients would recommend it.5 Here are just some of the reasons why:   * **Quality care:** MDLIVE’s doctors are board certified with an average of 15 years’ experience.5 Specialties range from primary care and internal medicine, to pediatrics and family medicine. You’re only shown doctors who are licensed to practice in your state. Visits are private and secure. Your personal health information is protected. * **Convenience:** On the couch, at work, travelling—you can use MDLIVE anywhere in the United States. There’s no need to make an appointment, unless you want to see a specific doctor. And if you need a prescription, the MDLIVE doctor can electronically send it to your local pharmacy.5 | | | | | |

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[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = Teladoc, display this table:

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| **TELADOC® (TELEHEALTH)** | | | | | |
|  | **Choose if you:**  Have a minor health issue like a cold, the flu, allergies or pink eye  Want the convenience of a video consult at home, at work or on the go  Need care on nights, weekends or when your doctor isn’t able to see you |  | **Average wait time:1,2**  **10 minutes** to start a consult (can vary)  **30 minutes** total visit |  | **Average member cost:3**  $45 or less (varies by plan) |
| **EXPAND** to learn more about this option >> [when expanded, link becomes: View Less >>] | | | | | |
| |  | | --- | | **Good choice for:**  + Minor health issues |   Telehealth from Teladoc is a good care option for minor health issues when you can’t see your doctor. Start a video consult with a board-certified doctor in just minutes using your smartphone, tablet or PC. It’s available 24 hours a day, seven days a week—even on holidays. [Watch this video to see how it works](https://www.youtube.com/watch?v=TXhwUBX408U).  Sunburn at the beach? Stomach bug on Thanksgiving? In a rural area with no doctors nearby? Think you’ve got the flu but don’t feel up to driving to your doctor’s office? These are just a few of the reasons people use telehealth. If you haven’t tried it yet, we explain how to get started the “Next Steps” section at the bottom of this page.   What to expect Telehealth is often more convenient and cost effective than going to urgent care. While wait times can vary based on demand, the average is 10 minutes.1 The consult itself generally lasts 10 to 30 minutes.2 And you’ll pay for each video consult the same as an office visit with your primary care doctor.3 That means:   * **If your plan has a copay:** You’ll pay the usual copay for a doctor’s visit. * **If your plan has a deductible and coinsurance:** You’ll pay no more than $45. (After meeting your deductible, you’ll pay your coinsurance portion of the $45.)  Perks of telehealth Teladoc has a 95% satisfaction rating—and 92% of issues are resolved after the first visit.5 Here are just some of the reasons why:   * **Quality care:** Teladoc’s doctors are board certified with an average of 20 years’ experience.5 Specialties range from primary care and internal medicine, to pediatrics and family medicine. You’re only shown doctors who are licensed to practice in your state. Visits are private and secure. Your personal health information is protected. * **Convenience:** On the couch, at work, travelling—you can use Teladoc anywhere in the United States. There’s no need to make an appointment. And if you need a prescription, the Teladoc doctor can electronically send it to your local pharmacy.5 | | | | | |

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| **URGENT CARE CENTER** | | | | | |
|  | **Choose if you:**  Can't wait until your doctor is available to treat you  Have a sudden injury and need a walk-in appointment  Need care after-hours or on weekends and your doctor is closed |  | **Average wait time:1,2**  **30 minutes or less** to see doctor  **60 minutes or less** total visit |  | **Average member cost:3**  $57 (varies by plan) |
| **EXPAND** to learn more about this option >> [when expanded, link becomes: View Less >>] | | | | | |
| |  | | --- | | **Good choice for:**  + Preventive care  + Minor health issues  + Moderate health issues |   If you can't get a same-day appointment with your doctor, urgent care centers are a good back-up option for issues that just can't wait. Their aim is to treat patients quickly and efficiently. Problems like a cut finger, sprained ankle or severe cough are good reasons to visit urgent care.  In North Carolina alone, there are more than 240 dedicated urgent care clinics.4 Most are open seven days a week and offer extended hours, including weekends and evenings. Some areas even have around-the-clock urgent care options.  [Find urgent care options near you](https://www.bcbsnc.com/members/secure/doctors/search.htm)—then add that information to your [Quick Reference Guide](http://www.bcbsnc.com/members/secure/account/erusurvey/index.htm). What to expect Typically, you'll wait 30 minutes or less1 to see a nurse practitioner or doctor at an urgent care center—and spend 1 hour or less in total for a visit.2 That's longer than the average visit to your doctor, but still much better than a trip to the ER.  The same is true of costs. The average Blue Cross NC member will pay $57 for an urgent care visit.3 That's more than the copay or coinsurance you'll pay for a doctor visit under most health plans. Yet it's quite a deal compared to the emergency room, where the average member will pay nearly 8 times that amount!3 Convenience care centers or retail clinics For minor health issues, convenience care centers are another back-up option. These are walk-in clinics with extended hours, where you can get basic care from a nurse practitioner. Some are housed within retail stores, making them a quick and easy spot to get your yearly flu shot. They can treat common illnesses like sinus infections, colds, flu, allergies, urinary tract infections or sore throats.  As the name implies, these clinics are convenient. Because the health problems are minor, a typical visit takes just 45 minutes.1,2 And the average Blue Cross NC member cost is only $13!3  **NOTE:** If you do visit an urgent care or convenience care center, let your doctor know about it. That way, your medical record can be updated and stay accurate. | | | | | |

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| **EMERGENCY ROOM** | | | | | |
|  | **Choose if you:**  Have a medical emergency |  | **Average wait time:1,2**  **26 minutes** to see doctor  **2 hours & 33 minutes** total visit |  | **Average member cost:3**  $453 (varies by plan) |
| **EXPAND** to learn more about this option >> [when expanded, link becomes: View Less >>] | | | | | |
| |  | | --- | | **Remember:**  If you have an issue that threatens your life or health, never wait. Call 911 or go straight to the nearest emergency room! |   The emergency room is your best option if:   * **You feel your life is in danger:** For example, chest pains, seizures, can't breathe or head trauma. * **You need major care right away:** For example, broken bones, major burns or heavy bleeding.   Think of the ER as a last resort for true emergencies that require immediate, specialized care. What to expect Since the emergency room is built to deal with life-or-death situations, it's the most expensive and time-consuming care option you have.  In North Carolina, you'll wait nearly 30 minutes on average until you first see a doctor in the ER.1 However, the typical visit ends up being a whopping 2 hours and 33 minutes in total!2 That's because the doctor is first looking to see if your life is in danger. If it's not, the doctor will often get pulled into caring for more critical patients first. And the more emergencies that come through the door—the more hours it'll take before you walk out of the ER.  Cost is also much different at the emergency room. Blue Cross NC members pay an average of $453 for an ER visit.3 **That's 12 times more than a doctor visit, 8 times more than urgent care—and 35 times more than a retail clinic!**3    Those dollars add up. So, the more we can choose the right care option—the more we can help lower health care costs for everyone. Plus, we'll be freeing up valuable ER resources to focus on helping those that truly need life-saving care! Emergency care vs. your doctor's care Some people think they'll get the best health care at the ER. But the truth is that for issues that aren't life-threatening or very severe, you'll get the best care at your doctor. Here's why:   * **The ER's job is to make sure you survive:** They measure success by whether you walk out the door. So their goal is to figure out what you DON'T have by ruling out life-threatening conditions. When you go in for a non-emergency, the ER typically only treats your symptoms—not what's actually causing those symptoms. And that raises the risk that the same problem (or a similar one) will happen again in the future. * **Your doctor is there to help you over the long haul:** As your medical “home,” your doctor supports both your current health and your future wellbeing. They'll not only treat the health problems you have today, but help you prevent them from happening again. And they will be in the best position to do that because they know your health history. Things like daily habits, medicines and family history play a big role in your health. So having a doctor that knows those things means you'll get personalized care that's best for you and your unique needs! | | | | | |

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| **MINOR HEALTH ISSUES** |  | **MODERATE HEALTH ISSUES** |  | **MEDICAL EMERGENCIES** |
| * Sore or strep throat * Urinary tract and bladder infections * Nasal congestion * Cough, colds and flu * Earaches and ear infections * Minor fevers * Allergy symptoms * Skin issues (including rashes, ringworm and chicken pox) * Pink eye * Head lice * Insect bites * Minor burns, cuts and scrapes * Sprains and strains * Back or neck pain |  | * Migraines * Vomiting and diarrhea * Severe cough * Fevers * Asthma attacks (mild to moderate) * Eye irritation * Minor reactions to medications (itchiness, skin rashes, hives) * Animal bites * Wounds requiring stitches |  | * Chest pain * Severe abdominal pain * Severe trouble breathing * Suddenly not able to speak, see, walk or move * Suddenly weak or drooping on one side of the body * Pain in the arm or jaw * Coughing or throwing up blood * Heavy bleeding * Severe burns or deep wounds * Head trauma * Major broken bones * Seizures or convulsions |

# **NEXT STEPS**

Now that you have a clear picture of your options, what's next? Here are several things you can do today so it's easier to make smart care choices in the future.

Use your Quick Reference Guide.

If you haven't already done so—[take this quick survey to create a personalized Quick Reference Guide](http://www.bcbsnc.com/members/secure/account/erusurvey/index.htm). Download and print it out. Then, tack it on your fridge or by the phone so it's handy. It offers at-a-glance information on the care options we've talked about. So the next time a health problem crops up, you'll know what to do!

Select a doctor (if you don't already have one).

If you don't have a doctor yet, first read [these 5 tips for choosing one](http://blog.bcbsnc.com/2015/03/five-tips-for-choosing-a-new-primary-care-physician/). Then, use [our Find a Doctor tool](https://www.bcbsnc.com/members/secure/doctors/search.htm) to choose one and schedule an initial health checkup.

[if HLB\_FLAG = Y, display this section:

Add Health Line Blue to your phone's contact list.

Never used Health Line Blue? Often, making that first call helps you feel comfortable using it in the future. So do it today by calling 1-877-477-2424. (Save this number in your phone for easy access.) You can ask any health questions that are on your mind—or simply learn more about the care options we've talked about here. They can also help you with things like preventive care, managing chronic conditions or prepping for a doctor's visit.

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[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = MDLIVE –AND- TELEHEALTH\_GROUP = FI, display this section:

Set up your secure MDLIVE account for free—then bookmark their site.

Haven’t activated your MDLIVE account yet? Take a moment to do it now so it’s ready when you need it. Here are 4 ways to sign up:

* **Download the MDLIVE app** on your smartphone or tablet (get it for iOS devices [here](https://itunes.apple.com/us/app/mdlive/id839671393?ls=1&mt=8) and for Android devices [here](https://play.google.com/store/apps/details?id=com.mdlive.mobile))
* **Go to** [**mdlive.bcbsnc.com**](https://mdlive.bcbsnc.com) and click **“Activate Now”**
* **Call** **888-910-9722**
* **Text** **“bcbsnc” to 635483** to connect with **Sophie**, MDLIVE’s health assistant chatbot that’ll guide you through the process

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[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = MDLIVE –AND- TELEHEALTH\_GROUP = ASO, display this section:

Set up your secure MDLIVE account for free—then bookmark their site.

Haven’t activated your MDLIVE account yet? Take a moment to do it now so it’s ready when you need it. Here are 4 ways to sign up:

* **Download the MDLIVE app** on your smartphone or tablet (get it for iOS devices [here](https://itunes.apple.com/us/app/mdlive/id839671393?ls=1&mt=8) and for Android devices [here](https://play.google.com/store/apps/details?id=com.mdlive.mobile))
* **Go to** [**mdlive.com/ncvideodoc**](http://www.mdlive.com/ncvideodoc) and click **“Activate Now”**
* **Call** **888-657-9982**
* **Text** **“videodoc” to 635483** to connect with **Sophie**, MDLIVE’s health assistant chatbot that’ll guide you through the process

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[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = Teladoc, display this section:

Set up your secure Teladoc account for free—then bookmark their site.

Haven’t activated your Teladoc account? Take a moment to do it now so it’s ready when you need it. Here are 3 ways to sign up:

* **Download the Teladoc app** on your smartphone or tablet (get it for iOS devices [here](https://itunes.apple.com/app/apple-store/id656872607?mt=8) and for Android devices [here](https://play.google.com/store/apps/details?id=com.teladoc.members))
* **Go to** [**www.teladoc.com**](http://www.teladoc.com)and click **“Set Up Account”**
* **Call** **800-835-2362**

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Choose your back-up option by locating an urgent care center close to home.

You can search for nearby options with [our Find Urgent Care tool](https://www.bcbsnc.com/members/secure/doctors/search.htm). Then, add it to your [Quick Reference Guide](http://www.bcbsnc.com/members/secure/account/erusurvey/index.htm). When you’re on the go, you can always find the closest urgent care center wherever you are by using [Blue Connect MobileSM](http://www.bcbsnc.com/content/campaigns/blueconnectmobile/index.htm), too.

Stay connected.

Blue ConnectSM gives you information to help manage costs, make better care decisions and reach your health goals—anytime and on any device. Log in today at [BlueConnectNC.com](http://blueconnectnc.com/) and [download the app](http://www.bcbsnc.com/content/campaigns/blueconnectmobile/index.htm).

****This guide is for information purposes only. This is not medical advice. Consult a medical professional for your health care needs.****

1. Sources for average wait time:

[if HLB\_FLAG = Y, display this line: *Health Line Blue* — Nurse24 Detail. Nurse Line Performance Report. Optum: Q2 2018.]

[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = MDLIVE, display this line: *MDLIVE* — Wait times can vary based on demand. *Quality of Care Management System*. MDLIVE: 2017.]

[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = Teladoc, display this line: *Teladoc* — 10 minute median doctor response time. Wait times can vary based on demand. Online: [*www.teladoc.com*](http://www.teladoc.com)(accessed October 2018).]

*Primary Doctor* — "Vitals Annual Wait Time Report: March 2018." Online: [*www.vitals.com/about/posts/press-center/press-releases/9th-annual-vitals-wait-time-report-released*](http://www.vitals.com/about/posts/press-center/press-releases/9th-annual-vitals-wait-time-report-released) (accessed October 2018). *Retail Clinic* — “Vitals Wait Time Report.” Online: [*www.vitals.com/about/portfolio/wait-time-report-2017*](http://www.vitals.com/about/portfolio/wait-time-report-2017)(accessed October 2018).

*Urgent Care Center* — “2017 Benchmarking Report Summary.” Urgent Care Association of America. Online: [*www.ucaoa.org/page/UCBenchmarking*](http://www.ucaoa.org/page/UCBenchmarking)(accessed October 2018).

*Emergency Room* — Average for emergency departments in North Carolina. Online: [*https://projects.propublica.org/emergency*](https://projects.propublica.org/emergency)(accessed October 2018).

1. Sources for average total visit time:

[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = MDLIVE, display this line: *MDLIVE* — Varies based on patient needs. There is no time limit on telehealth medical consults. *Quality of Care Management System*. MDLIVE: 2017.]

[if TELEHEALTH\_FLAG = Y –AND- TELEHEALTH\_VENDOR = Teladoc, display this line: *Teladoc* — Varies based on patient needs. There is no time limit on telehealth medical consults. Online: [*www.teladoc.com/how-does-it-work/*](http://www.teladoc.com/how-does-it-work/) (accessed October 2018).]

*Primary Doctor* — Irving, Greg, et al. "International variations in primary care physician consultation time: a systematic review of 67 countries." *BMJ open* 7.10 (2017): e017902.

*Retail Clinic* — “Convenient Care Clinics: Increasing Access (Fact Sheet).” Convenient Care Association. Online: [*http://www.ccaclinics.org/images/PDF/CCA\_IncreasingAccess\_2017.pdf*](http://www.ccaclinics.org/images/PDF/CCA_IncreasingAccess_2017.pdf)(accessed October 2018).

*Urgent Care Center* — “2017 Benchmarking Report Summary.” Urgent Care Association of America. Online: [*www.ucaoa.org/page/UCBenchmarking*](http://www.ucaoa.org/page/UCBenchmarking)(accessed October 2018).

*Emergency Room* — Average for emergency departments in North Carolina. Online: [*https://projects.propublica.org/emergency*](https://projects.propublica.org/emergency)(accessed October 2018).

1. Costs vary by plan. Showing average cost to Blue Cross NC members across commercial group plans. Based on Blue Cross NC internal data for 12 months ending December 2017. Emergency room costs include both facility and professional charges – and combine copayment, deductible and coinsurance.
2. “Urgent Care Industry White Paper 2018 (Unabridged): The Essential Role of the Urgent Care Center in Population Health.” Urgent Care Association of America. Online: [*www.ucaoa.org/page/whitepaper*](http://www.ucaoa.org/page/whitepaper)(accessed October 2018).

[if TELEHEALTH\_FLAG = Y, display this footnote:

1. [if TELEHEALTH\_VENDOR = MDLIVE, display this line: Source: *Quality of Care Management System*. MDLIVE: 2017.][if TELEHEALTH\_VENDOR = Teladoc, display this line: Source: [*www.teladoc.com/how-does-it-work/*](http://www.teladoc.com/how-does-it-work/) (accessed October 2018).] Note: In some states, laws require that a doctor only prescribe medication in certain situations and subject to certain limitations.

end of TELEHEALTH\_FLAG = Y footnote]

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