





# Seeking Care: You Have Options



With BlueShield of Northeastern New York, you have many ways to seek the care you need when you need it. Knowing where to go in certain situations can help you save time and money.

TIME COST	\$		\$\$		\$\$\$\$			
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	 <p><b>Primary Care Physician (PCP)</b></p>	 <p><b>Telemedicine</b></p>	 <p><b>Urgent Care</b></p>	 <p><b>Emergency Room (ER)</b></p>				
	<p><b>For an injury or illness that is not life-threatening:</b></p> <ul style="list-style-type: none"> <li>• Sore throat</li> <li>• Pink eye</li> <li>• Sinus infection</li> <li>• Fever that responds to fever-reducing medication</li> <li>• Ankle sprain or other muscle or joint strain</li> <li>• Cough or cold</li> <li>• Abdominal pain or other symptoms of a common current illness</li> <li>• Mental health concerns such as depression or anxiety</li> </ul> <p><b>It's best to contact your PCP first for nonemergencies — they know your health history and can recommend the best course of action.</b></p>		<p><b>For an injury or illness that is not life-threatening, but can't wait for a doctor's office visit:</b></p> <ul style="list-style-type: none"> <li>• Sprain</li> <li>• Cut or burn</li> <li>• Minor broken bone</li> <li>• Earache, sore throat, or headache</li> <li>• Rash or other skin condition</li> </ul>		<p><b>For a medical emergency. If you have one or more of these symptoms, go immediately to the ER or call 911:</b></p> <ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Uncontrolled bleeding</li> <li>• Coughing up or vomiting blood</li> <li>• Difficulty breathing</li> <li>• Sudden dizziness, weakness, or change in vision</li> <li>• Serious injury or broken bone(s)</li> </ul> <p>In any life-threatening condition, dial 911 or go to the nearest emergency room.</p>			



## The convenience of telemedicine

Telemedicine hosted by Doctor On Demand allows you to see a doctor 24/7, anywhere in the U.S., using your mobile device or computer. Connect through live camera to a board-certified physician who can review symptoms and medications, perform an exam, recommend a treatment plan, and prescribe medication if necessary.

Visit [doctorondemand.com/what-we-treat-all](https://doctorondemand.com/what-we-treat-all) for a full list of treatable conditions.

Get the app today so it's there when you need it!



Download the app from the App Store or Google Play and create your account.



Add your insurance coverage by searching "BlueShield of Northeastern New York."



Enter your Member and Group IDs (include the 3-letter Member ID prefix).

Once you create your account, you'll see your Doctor On Demand copay amount.



## Tools and resources for the best path to care

Visit [bsneny.com/login](https://bsneny.com/login) to access doctor, pharmacy, and benefit information including:

- *Find a Doctor* tool
- Treatment cost estimator
- Doctor reviews
- Claims and Explanation of Benefits (EOB)
- Plan summary and details



**BlueShield  
of Northeastern New York**

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