

You choose

When you need immediate care,
low-cost options are available



Be well, save more

With so much focus on COVID-19, you may be hesitant to seek health care when you need it. Know that you have safe, convenient and affordable options for immediate care.

Start with your primary care doctor. They know you and your health history. Many offices now offer telehealth visits and after-hours appointments. Talk to your doctor about your options.

Walk-in clinics offer care for medical matters that aren't life threatening. They can treat issues like ear infections, strep throat, colds and flu, poison ivy, sprains, and more.

Urgent care centers provide quick care for serious but not life-threatening situations. Many urgent care centers offer imaging, X-ray and lab services. They treat conditions like sprains and minor fractures, cuts that require stitches, bronchitis, lower back pain, headaches, and more.

Talk to a doctor 24/7/365. With Teladoc[®], you can meet with a licensed doctor by phone or video chat while protecting yourself and others.

Everyday care — Talk to a doctor who can diagnose and treat cold and flu symptoms, allergies, sinus infection, sprains, and more.

Mental health care — Talk to a therapist for help with anxiety and depression, addiction, and family difficulties.

Dermatology — Upload images of a skin issue online and get a custom treatment plan within two days for things like eczema, acne, rashes and more.



Call **1-855-TELADOC (1-855-835-2362)**
or visit **Teladoc.com/Aetna** to get started.

Stay in the network. Most health care facilities accept insurance. But to pay less out of pocket, it's important to make sure the location you choose is in your plan's network. Just log in at **Aetna.com** to use our provider search tool. Or download the **Aetna HealthSM app** to find network providers right in the palm of your hand — wherever, whenever.

The ER isn't always your best choice

If it's a true emergency and your life is in danger, call 911 or go to the nearest emergency room (ER). If not, you have much less expensive options to choose from.

“ I prefer a virtual visit. ”



Teladoc®*

\$

Average wait time:
10 minutes

Board-certified doctors diagnose, treat and write prescriptions, by phone or video 24/7, for everyday care, mental health care and dermatology.

“ I have a minor medical issue. ”



Walk-in clinic

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Average wait time:
15-30 minutes

Found in stores and pharmacies. A convenient option, usually open evenings and weekends, for treating minor illnesses and injuries.

“ I prefer to see my own doctor. ”



Primary care doctor

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Average wait time:
30-45 minutes

Your primary care doctor can treat minor medical issues. If your condition requires further attention, your primary care doctor may recommend a specialist.

“ I have an urgent health issue, but my life or limb is not in danger. ”



Urgent care center

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Average wait time:
1-2 hours

Visit when you have serious but non-life-threatening illnesses and injuries or need after-hours care.

“ My life IS in danger. ”



Emergency room

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Average wait time:
3-6 hours

For emergencies, call 911 or go to your nearest ER. Use the ER if you think your life is in danger.



For your best health, we encourage you to have a relationship with a primary care physician or other doctor.

*Teladoc operates subject to state regulations.

Find a doctor or facility

Log in at [Aetna.com](https://www.aetna.com) or through the Aetna HealthSM app.



Use the provider search tool to find nearby walk-in clinics, urgent care centers and medical providers in your area — even if you're away from home.



Your personal health care assistant

Call the number on your Aetna[®] ID card or log in at [Aetna.com](https://www.aetna.com) to begin a chat session. Your Aetna Concierge is standing by to help you:

- Find a specialist
- Verify coverage
- Understand a diagnosis or surgery
- Find out what you'll pay



Don't receive a large bill by mistake

More and more ERs are operating as “freestanding” facilities and can easily be confused with an urgent care center or walk-in clinic. But if a facility has the word “emergency” in its name, you'll be billed for services as though you did go to a hospital ER. Ask before you go!



On the road?

Download the **Aetna Health app** to locate walk-in clinics.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna). For self-funded plans, coverage is offered by your employer with administrative services only provided by Aetna Life Insurance Company (Aetna). Information is believed to be accurate as of the production date; however, it is subject to change. Providers are independent contractors and not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Health information programs provide general information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Health benefits and health insurance plans contain exclusions and limitations. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans.

For your best health, we encourage you to have a relationship with a primary care physician or other doctor. Tell them about your visit to MinuteClinic[®], or MinuteClinic can send a summary of your visit directly to them. Aetna and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health[®] family of companies.