





Get the right care, right when you need it.

This care chart will walk you through your options.

Here's where to go based on hours of operation, location, cost, and symptoms.

Well360 Virtual Health 	Doctor's Office* 	Urgent Care* 	Emergency Room (ER) 
Available 24/7	Available during business hours (generally)	Available mornings, evenings, and weekends	Available 24/7
Access on My Highmark.	Access in person or online	Access in person	Access in person
\$0 Copay	\$0 Copay	\$20 Copay	\$125 Copay (waived if admitted)
<p>For the treatment of common symptoms:</p> <ul style="list-style-type: none"> • Cold and flu • Earaches • Sinus infections • Mental health — Talk therapy and psychiatry 	<p>For routine care and checkups from a physician you know:</p> <ul style="list-style-type: none"> • Ear, throat, and urinary tract infections • Stomach issues • Diabetes • Mental health — Talk therapy and psychiatry 	<p>For urgent conditions that are <u>not</u> life-threatening:</p> <ul style="list-style-type: none"> • Sprains and strains • Asthma/breathing conditions • Flu or cold with fever • Moderate allergic reactions and rashes 	<p>For serious or life-threatening symptoms:</p> <ul style="list-style-type: none"> • Difficulty breathing • Uncontrolled bleeding • Severe injury • Mental health — Severe depression and suicidal thoughts

If you believe you are having a medical emergency and you need immediate treatment, go directly to any hospital emergency room or call 911.

*Many doctor and urgent care offices offer virtual visits. Talk to your provider about the options they have available.

To search for care, you can go to MyHighmark.com or download the **My Highmark app** and click **Get Care**.



Because Life.™

Depending on your plan, you may have different virtual care options available to you. Contact your primary care provider, call Member Service at the number on the back of your ID card, or log in to your portal to learn more.

Telemedicine service availability is subject to state laws.

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