Blue Cross and Blue Shield of Florida wants to help you
Know Where to Go.

It's important to understand when to use Teladoc® or see your Primary Care Physician — and when to visit an Urgent Care facility or an ER.
Blue Cross wants to help you know Where to Go.

It’s important to understand your options when seeking medical care. Non-emergency care for a condition that is not life threatening is generally provided by your physician. Even after-hours care is generally coordinated by your physician who can instruct you on how to receive medical care outside of normal business hours, on weekends and on holidays. If you are in severe pain or your condition is life threatening, you can receive emergency care by calling 911 or visiting an emergency room.

**ONSITE HEALTH CENTER**
Go to your onsite health center for non-life threatening conditions.

**Conditions treated include:**
- Allergies
- Annual physicals
- Bladder treatment
- Cold/flu symptoms
- Ear/sinus infection
- Headache
- Lab work
- Management of diabetes, cholesterol, blood pressure
- Some generic medications
- Sore throat
- Well-woman visits

**TELADOC®**
Contact Teladoc for non-life threatening conditions.

**Conditions treated include:**
- Allergies
- Bronchitis
- Cough
- Ear infection
- Flu
- Nasal congestion
- Pink eye
- Sinus problems

**PRIMARY CARE PHYSICIAN (PCP)**
Go to your PCP for non-life threatening conditions and for the management of chronic conditions. Our health center can serve as your PCP.

**Conditions treated include:**
- Preventive Health Visit
- Cold/flu symptoms
- Diabetes management
- Fever
- High blood pressure
- Minor sprains
- Skin rash
- Stomach ache

**URGENT CARE**
Go to an Urgent Care facility after hours or when your PCP is otherwise unavailable.

**Conditions treated include:**
- Bladder infection
- Body aches
- Ear infection
- Excessive vomiting
- Headache
- Minor burns
- Pink eye
- Sore throat

**EMERGENCY ROOM**
Go to the ER immediately for severe and life-threatening conditions.

**Conditions treated include:**
- Broken bones
- Chest pain
- Head/neck injury
- Loss of consciousness
- Serious burns
- Symptoms of stroke
- Uncontrolled bleeding
- Vomiting blood

Please refer to the chart below for more information about your out-of-pocket costs.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Out-of-Pocket Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONSITE CLINIC</td>
<td>$0</td>
</tr>
<tr>
<td>TELADOC®</td>
<td>$0</td>
</tr>
<tr>
<td>PCP</td>
<td>$50</td>
</tr>
<tr>
<td>URGENT CARE</td>
<td>$50</td>
</tr>
<tr>
<td>EMERGENCY ROOM</td>
<td>80% Subject to deductible</td>
</tr>
</tbody>
</table>

**Onsite Health Center:**
1-863-419-3322 or polkschoolsfl.com/clinics

**Blue Cross:**
1-855-630-6824 or use the “Find a Doctor” tool at FL.ExploreMyPlan.com

Please refer to the chart below for more information about your out-of-pocket costs.