

# You choose

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

### Smart ways to save time and money



#### **Visit your PCP**

Your primary care provider (PCP) is your first stop when you're sick or injured, and your prime resource for preventive services. No PCP? Log in at **Aetna.com** and use the provider search tool to find a doctor. In addition to your network of providers, you have access virtual primary care through CVS Health®.



#### Talk to a doctor 24/7

With CVS Health Virtual Care<sup>™</sup>, you can talk by video to a licensed provider who can diagnose and treat cold and flu symptoms, allergies, sinus infections and more. Visit **CVS.com/virtual-care** to get started CVS Health Virtual Care<sup>™</sup> is included as part of your Aetna® health plan.





#### Use in-network facilities

Most health care facilities accept insurance. But to pay less out of pocket, it's important to confirm that the location you choose is in your plan's network. To find providers, walk-in clinics or urgent care centers, log in at **Aetna.com**, use the Aetna Health<sup>SM</sup> app or call Aetna Member Services using the number on your ID card.



#### Avoid freestanding emergency rooms (ERs)

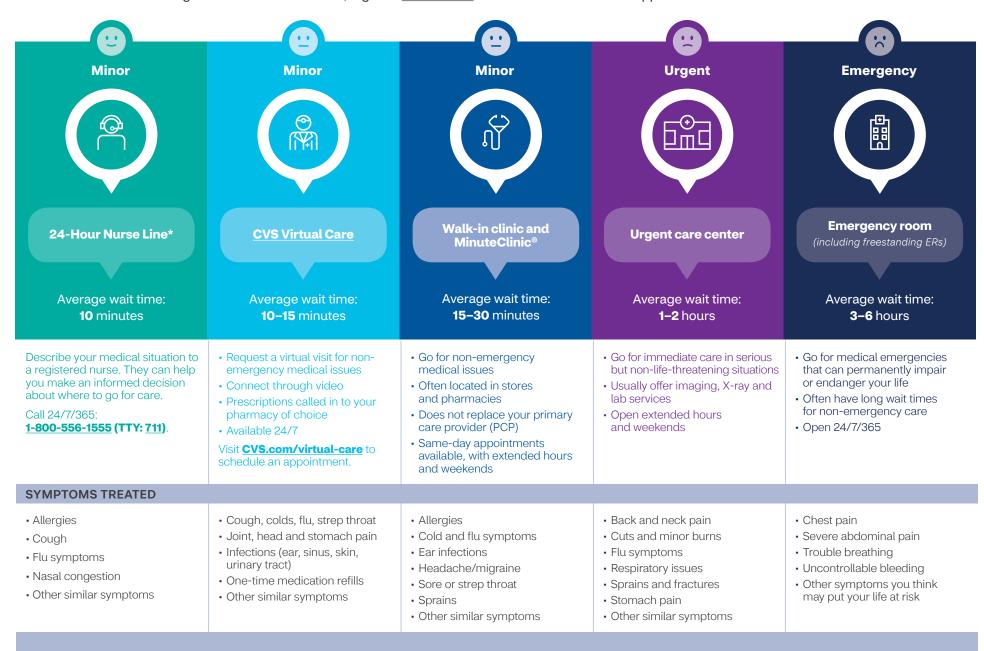
Not all ERs are located within a hospital. Many operate as separate freestanding ERs and can easily be confused with urgent care centers. If a facility has the word "emergency" in its name, you'll be billed the higher cost for services as though you went to a hospital ER.



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## The ER isn't always your best choice

If it's a true emergency and your life is in danger, call <u>911</u> or go to the nearest emergency room (ER). If not, you have much less expensive options to choose from. To find walk-in clinic and urgent care center locations, log in at **Aetna.com** or use the Aetna Health<sup>sm</sup> app.



<sup>\*</sup>While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on a variety of health topics.