

How Do I Handle Emergency Care?

Highmark	UPMC
<p>If you are having a medical emergency, you should go to the closest facility, regardless of plan or network participation. Your ER visit will be covered at the in-network rates, at the highest level of benefits. Any follow up care would need to be rendered by an in-network provider.</p> <p>If you are not sure whether you need emergency care, please contact your Primary Care Physician (PCP) first. If your PCP isn't available, you may contact Blues on CallSM. Blues on CallSM lets members speak directly to a Health Coach who is a specially-trained registered nurse. Whether it's early in the morning or late at night – any day of the week – one toll free call connects members to health information, support and confidential health counseling. Call 1-888-BLUE-428 for assistance.</p> <p>Sudden sickness can disrupt work, school and family activities. When members want reassurance and symptom relief for minor health issues, but can't wait for an appointment, telemedicine can be the answer. AmwellTM offers our members quick care that's just a click away. Members can:</p> <ul style="list-style-type: none"> • Use a computer, tablet or smartphone to use US board certified, state licensed doctors • Connect with doctors who can diagnose illness, recommend treatment and prescribe medication • Arrange video visits with mental health providers • Call Dermatologist-On-Call for skin, nail and hair health issues <p>This service is a covered benefit, available 24/7, on-demand.</p>	<p>If you believe your life or health is in danger, you should go to the nearest emergency facility. No matter where you go, we will pay your bill as if you received care at a participating hospital.</p> <p>If you are not sure whether you need emergency care, we always recommend calling your primary care physician (PCP) first. If your PCP isn't available, we have additional resources you can use. You can call the UPMC MyHealth 24/7 Nurse Line any time day or night to explain your symptoms. Call 1-866-918-1591 and a registered nurse will advise you on whether you can treat the condition at home or need to seek care. This service is free.</p> <p>And if you have a non-serious condition such as cold or flu symptoms, pink eye, or allergies, and need care fast, we offer UPMC AnywhereCare, where you can have a virtual visit with a provider straight from your phone, tablet, or computer. Download the mobile app by visiting the iTunes App Store or Google Play by searching for "UPMC AnywhereCare." Or you can register at www.UPMCAnywhereCare.com from your mobile device, tablet, or computer.</p>