



Know where to go to get care

At home, virtual and in-person options

As a **Regence** member, you have choices when it comes to your care—and these choices can affect your budget. A visit to the emergency room (ER), for example, can cost up to five times more than a visit to an urgent care clinic. We're here to help you understand your care options, so you can choose the one that's best for you.

**Flip over to understand
all your care options.**



On-call medical care at
home with DispatchHealth



In-person care



Virtual care



Emergency care

4 ways to get care

On-call medical care at home

With DispatchHealth, you can avoid a trip to the ER or urgent care and get medical attention from the comfort of your home. Just request care and wait for a team of trained emergency medical professionals to come to you. It's an easy, reliable and convenient way to get in-network, in-home care at a similar cost as heading to urgent care.

Requesting care is easy. Go to dispatchhealth.com/conditions, or call DispatchHealth at 1-833-652-0539.

Conditions

Cuts, lacerations & abrasions
Infections
Mild to moderate stomach pains
Severe cold & flu symptoms
Sprains & strains

What to expect



Moderate cost



Shorter wait time



In-network care costs less

Urgency

MODERATE

In-person care

If you need or prefer a face-to-face visit at a clinic, you can book an appointment at your doctor's office or walk into a retail clinic or urgent care facility. Costs for in-person care are typically higher than virtual care, and you may have a longer wait time. But you can save money when using providers in your health plan's network.

Conditions

Checkups
Immunizations
Mild or moderate stomach pains
Minor burns
Screenings
Severe cold & flu symptoms
Sprains & strains

What to expect



Moderate cost



Moderate wait time



In-network care costs less

Urgency

MODERATE

Virtual care

With virtual visits, you can have a doctor appointment or therapy session from the comfort of home, work or wherever you happen to be. Options include phone or video visits. The doctor can even have a prescription sent to your pharmacy. Virtual care is usually the most affordable of all your options.

Conditions

Allergies
Anxiety & depression
Cold & flu symptoms
COVID symptoms
Ear problems
Heartburn
Pink eye
Sinusitis
Urinary tract infections

What to expect



Lower cost



Shorter wait time



In-network care costs less

Urgency

LOW

Emergency care

If you're experiencing life-threatening symptoms, go to the ER. Doctors there are specially trained to treat heart attacks, strokes and other critical health needs. A visit to the ER can be costly, especially if you go out of network. Be prepared and locate the in-network hospital closest to you so you'll know where to go if you ever need to.

Conditions

Bleeding that doesn't stop after 10 minutes
Broken bones
Difficulty breathing
Heart attack symptoms
Major burns
Stroke symptoms

What to expect



Higher cost



Longer wait time



In-network care costs less

Urgency

HIGH



How to find your best option to access care

Sign in or register at regence.com/go/easycare or on the Regence app, where you can see the virtual and in-person personalized care resources available to you. You can also search for doctors, therapists, clinics and hospitals in your network.



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Dispatch Health is a separate company that provides in-home care services.

Regence BlueShield serves select counties in the state of Washington and is an Independent Licensee of the Blue Cross and Blue Shield Association

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