








# Know your options when you need care

You have several affordable and convenient options for immediate care. Keep this chart handy to help you make a smart choice the next time you need medical care. You may save time and money. Just text **"GETAPP"** to **90156** for a link to **Banner|Aetna's Aetna Health™ app** for members. You'll be able to find network providers and facilities near you. Message and data rates apply.\*

You can also contact the **Nurse On-Call** line by calling 1-888-747-7990 (TTY: 711) to get answers to your health care questions. Reach out anytime to the number on the back of your member ID card for additional support.

Care Options	Non-emergency	Non-emergency	Non-emergency	Urgent	Emergency
	 <b>Primary care physician (PCP)</b>	 <b>98point6 by Transcarent (Virtual Care)</b>	 <b>MinuteClinic®</b>	 <b>Urgent care center</b>	 <b>Emergency room</b>
	Your PCP is the best option for non-emergency care, and many are offering telemedicine at this time.  To find in-network PCPs near you, log in to your member website, <a href="http://BannerAetna.com">BannerAetna.com</a>	Provides on-demand, text-based primary care delivered via a secure app on your mobile device for members ages 1+.* Board-certified physicians can diagnose, treat, order prescriptions* and labs as appropriate.	Offers convenient care 7 days a week from certified nurse practitioners and physician assistants at select CVS Pharmacy® and Target stores nationwide.	Provides quick care for serious but non-life-threatening situations. Many urgent care centers offer imaging, X-ray and lab services.	For emergencies that can permanently impair or endanger your life.
When to use	<ul style="list-style-type: none"> <li>Physicals (wellness, screening)</li> <li>Vaccinations &amp; injections</li> <li>Chronic condition management (heart disease, diabetes, etc.)</li> <li>Minor illness and injuries</li> </ul>	<ul style="list-style-type: none"> <li>Minor illness &amp; injuries</li> <li>Allergies</li> <li>Cough &amp; cold</li> <li>Eye infection</li> <li>Stomach problems</li> <li>Skin conditions</li> <li>Sore throat</li> <li>Women &amp; Men's Health</li> <li>Primary care services related to behavioral health</li> </ul>	<ul style="list-style-type: none"> <li>Minor illnesses &amp; injuries</li> <li>Screenings &amp; monitoring</li> <li>Skin conditions</li> <li>Vaccinations &amp; injections</li> <li>Wellness &amp; physicals</li> <li>Women's services</li> <li>Travel health</li> </ul>	<ul style="list-style-type: none"> <li>Acute care (serious infections and injuries)</li> <li>Back/neck pain</li> <li>Cuts that require stitches</li> <li>Minor burns</li> <li>Flu</li> <li>Sprains</li> <li>Fractures</li> <li>Bronchitis/Sinus infections</li> <li>Headaches and more</li> </ul>	<ul style="list-style-type: none"> <li>Chest pain</li> <li>Severe abdominal pain</li> <li>Trouble breathing</li> <li>Uncontrollable bleeding</li> <li>Stroke symptoms</li> <li>Head injury</li> <li>Symptoms that may put your life at risk</li> </ul>
Availability	Weekdays during business hours (May be open extended hours/Saturdays)	24 hours a day 7 days a week 365 days a year	7 days a week (including evenings/weekends)	7 days a week with extended hours	24 hours a day 7 days a week 365 days a year
How to access	Visit your Banner Aetna member portal to find in-network providers. Appointments often required.  	On demand by mobile app: Scan the QR code or visit <a href="http://activate.transcarent.com/98point6/banner-aetna">activate.transcarent.com/98point6/banner-aetna</a>  	At select CVS Pharmacy and Target stores Walk in or schedule an appointment at <b>MinuteClinic.com</b> Appointments recommended	Walk in or schedule an appointment	Walk in or pre-register
Average wait time	Average wait time of 22 minutes upon arrival*	No appointment needed. Connect with a doctor in less than 2 minutes on average	Make an appointment at <b>MinuteClinic.com</b>	15 – 45 minutes*	2 – 4 hours for non-emergency care*
Average cost to you	<p>\$ \$</p> <ul style="list-style-type: none"> <li>Pay copay at time of visit, if applicable.</li> <li>Pay estimated patient responsibility at time of visit, if applicable.*</li> <li>May be billed for any balance.</li> </ul>	<p>\$</p> <ul style="list-style-type: none"> <li>Members with a high deductible health plan pay a low copay per visit, all other plans pay \$0.</li> </ul>	<p>\$</p> <ul style="list-style-type: none"> <li>No-cost or low-cost access to all covered services.*</li> <li>Pay estimated patient responsibility at time of visit, if applicable.*</li> <li>May be billed for any balance.</li> </ul>	<p>\$ \$ \$ \$</p> <ul style="list-style-type: none"> <li>Pay copay at time of visit, if applicable.</li> <li>Pay estimated patient responsibility at time of visit, if applicable.*</li> <li>May be billed for any balance.</li> </ul>	<p>\$ \$ \$ \$ \$</p> <ul style="list-style-type: none"> <li>Pay copay at time of visit, if applicable.</li> <li>Pay estimated patient responsibility at time of visit, if applicable.*</li> <li>May be billed for any balance.</li> </ul>

**BannerAetna.com**



\*FOR TERMS AND CONDITIONS: [bit.ly/2nIJFYG](https://bit.ly/2nIJFYG). Privacy Policy: [Aetna.com/legal-notice/privacy.html](https://Aetna.com/legal-notice/privacy.html). By texting 90156, you consent to receive a one-time marketing automated text message from Aetna with a link to download the Aetna HealthSM app. Consent is not required to download the app. You can also download by going to the App Store or Google Play.

\*FOR AVERAGE PCP WAIT TIME: "Vitals' Annual Physician Wait Time Report," <http://www.vitals.com/about/wait-time>.

\*FOR AVERAGE URGENT AND NON-EMERGENCY CARE WAIT TIME: Urgent Care Locations, LLC. Urgent care center vs. emergency room. Available at: [www.solvehealth.com/faq/urgent-care-center-vs-emergency-room](https://www.solvehealth.com/faq/urgent-care-center-vs-emergency-room). Accessed April 4, 2018.

\*FOR LABS, TESTS, AND ADDITIONAL SERVICES: Lab, tests and additional services may result in additional charges. Labs and tests cannot be purchased separately and are only performed as part of a standard visit.

\*FOR ENROLLED MEMBERS AND COVERED DEPENDENTS AGE 1+: 98point6 by Transcarent is available to members age 1-17 when an adult parent or guardian is also enrolled in the plan. Access to 98point6 by Transcarent is not included in all plans.

\*FOR 98POINT6 BY TRANSCARENT PRESCRIBING: 98point6 by Transcarent providers do not prescribe controlled substances (such as opioids), lifestyle medications (such as Viagra and Propecia) or weight loss medications (Wegovy or Ozempic).

\*FOR LOW-TO-NO-COST WITH 98POINT6 BY TRANSCARENT: Members enrolled in a health savings account (HSA) or qualified high-deductible health plan (HDHP) must pay the applicable cost-share for virtual care visit until their deductible is met, after which services will be provided at no cost-share. All other health plan members pay \$0 per virtual care visit regardless of whether their deductible has been met. Please refer to your plan documents for your applicable cost-share amounts.

\*FOR MINUTECLINIC SERVICES: Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefit documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventative MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states and on indemnity plans. Subject to change.

\*FOR NO-COST OR LOW COST CARE: Members enrolled in qualified high-deductible health plans must meet their deductible before receiving services at no cost-share. However, such services are covered at negotiated contract rates.

For your best health, we encourage you to have a relationship with a primary care physician or other doctor. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit directly to them.

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