

When you need medical help, but it is not an emergency, start by calling your primary care provider (PCP). Your PCP will have access to all of your medical records. If you can't reach your PCP, call the customer service number on the back of your ID card to reach the Banner Health Network Nurse On-Call line.

Check out the chart below to learn your next best treatment options:



Telemedicine can help with minor issues such as sore throat, cough, runny nose, headache, gas, eye infection or diarrhea. You can speak with someone 24/7. Just call **1-855-Teladoc (1-855-835-2362)***

Walk-in clinics can help with minor health issues such as a cold, flu, sore or strep throat, ear infection, allergies and bronchitis. You'll find walk-in clinics at local stores and pharmacies. They are often open in the evening and on weekends.

Urgent care centers provide treatment for serious but not life-threatening health issues such as sprains and fractures, cuts that need stitches, bronchitis, flu, lower back pain and headaches. Many urgent care centers offer imaging and lab services.

The emergency room at your local hospital provides treatment for emergencies. These include health problems that could be a danger to your life, including chest pain, breathing problems and severe bleeding.** Emergency rooms are always open.

*May not be available to everyone. Please be sure to check your plan documents.

**The symptoms listed above are a sample of those that can occur in an emergency medical condition. They are not meant to represent a complete list.

***This figure represents Arizona average wait time based on Aetna 2018 data and is for illustrative purposes only.

[†]These figures represent Arizona average costs based on Aetna claims costs in 2017 and are for illustrative purposes only. Member responsibility may vary by location, plan option and services provided.

¹Convenient Care Association. Fact sheet — Convenient care clinics: increasing access. Available at: ccaclinics.org/research-a-resources/fact-sheets and ccaclinics.org/images/PDF/CCA_IncreasingAccess_2017.pdf. Accessed August 24, 2018.

²Urgent Care Association of America. Benchmarking survey. Available at: cymcdn.com/sites/www.ucaoa.org/resource/resmgr/Benchmarking/UCAOA-BenchmarkSurvey_Infogr.pdf. Accessed August 24, 2018.

³Hing E, Bhuiya F. Wait time for treatment in hospital emergency departments: 2009. Centers for Disease Control and Prevention. Available at: cdc.gov/nchs/products/databriefs/db102.htm. Accessed August 24, 2018.

An emergency medical condition means your symptoms are severe. This includes severe pain. If you don't get help right away, it could reasonably be expected that you could seriously risk your health, seriously impair a bodily function or cause serious malfunction of a body part or organ. For a pregnant woman, that includes seriously risking the health of her unborn child.

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