

# Get the right care, at the right time

UnitedHealthcare provides personal guidance and solutions to help you navigate the complexities of health care and makes it easier for you to get the care, tests and treatment you need as quickly as possible.



## When to go to your primary care provider (PCP)

Visit your PCP for preventive and routine care.



## When to use Virtual Visits

Meet with a network provider virtually and talk to a provider by phone or video from your computer, tablet or smartphone 24/7.



## When to go to urgent care

Visit urgent care when your issue isn't an emergency and your PCP isn't available to help.



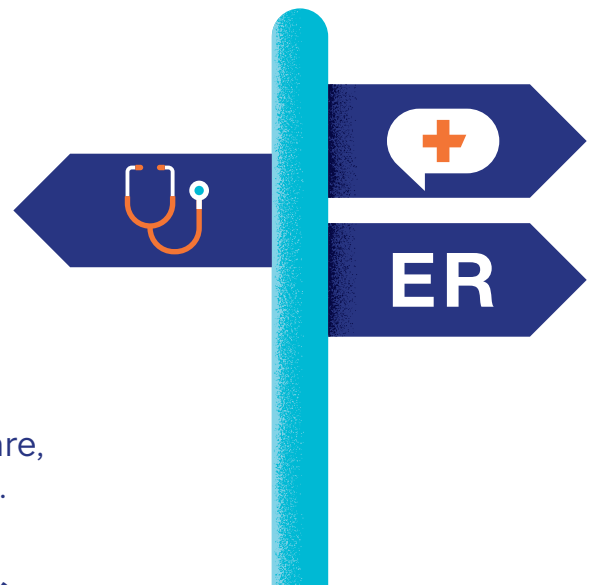
## When to go to the emergency room

For life-threatening or very serious conditions, call 911 or go to the nearest emergency room to get immediate care.



## Questions?

Call toll-free **1-866-794-3033**, TTY **711**, 8 a.m.-8 p.m., local time, Monday-Friday.



## Need to find a network provider or PCP?

Visiting an out-of-network provider could end up costing you more for care. To find a PCP, urgent care centers and emergency rooms in your network, go to [retiree.uhc.com/trb](https://retiree.uhc.com/trb).



Take advantage of UnitedHealthcare's additional support and programs by visiting [retiree.uhc.com/trb](https://retiree.uhc.com/trb)



# Care options to consider



PCP



Virtual visits



Urgent care center



Emergency room (ER)

	PCP	Virtual visits	Urgent care center	Emergency room (ER)
Annual Wellness Visit	✓			• Any life threatening or disabling condition
Immunizations	✓			• Sudden or unexplained loss of consciousness
Animal bites			✓	• Chest pain, numbness in face, arm or leg, difficulty speaking
Stitches			✓	• Severe shortness of breath
X-rays			✓	• High fever with stiff neck, mental confusion, or difficulty breathing
Back pain	✓		✓	• Coughing up or vomiting blood
Mild asthma	✓		✓	• Cut or wound that won't stop bleeding
Minor headaches	✓	✓	✓	• Major injuries
Muscle sprains, strains	✓		✓	• Possible broken bones
Nausea, vomiting, diarrhea	✓		✓	
Bumps, cuts, scrapes	✓	✓	✓	
Burning with urination	✓	✓	✓	
Coughs, sore throat	✓	✓	✓	
Ear or sinus pain	✓	✓	✓	
Eye swelling, irritation, redness or pain	✓	✓	✓	
Minor allergic reactions	✓	✓	✓	
Minor fevers, colds	✓	✓	✓	
Rashes, minor burns	✓	✓	✓	
Pink eye	✓	✓	✓	
Urinary tract infection	✓	✓	✓	

**ER rule of thumb:**  
Call 911 or go to the ER if you think you could put your health at serious risk by waiting to get care.

24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members.

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