

Where should I go when I need care?



Remember, where you go matters!

When you need care, choosing the right place for treatment can help you avoid higher costs and hours of waiting. Start with your primary care doctor. They can treat common conditions like cold, flu, sore throat, and minor injuries. They can also be seen for routine exams, vaccinations, and screenings.

When you can't see your primary care doctor, follow this guide:



Virtual Visits

Virtual visits are an easy way to get care anytime and anywhere! As a Truli for Health member, virtual visits with in-network primary care doctors, mental health providers, and other specialists are covered by your Truli for Health Plan.

Video visit with board-certified doctors about common conditions, including allergies, bronchitis, cold, flu, migraine, pink eye, sinus infections, stomach ailments, and urinary tract infections.

If your primary care doctor doesn't offer **virtual visits or is not available**, you can use **BlueVirtualCare**. Log in to your Truli member account and go to Find & Get Care. Select Find a Doctor & More, click on Find Virtual Care, then select BlueVirtualCare.



Urgent Care Centers (UCC)

Urgent care centers are less expensive than emergency rooms (ERs) and often have shorter wait times. Visit an urgent care center for conditions like:

- Cold, flu, cough, and fever
- Strains, sprains, and breaks
- Infections
- Mild burns

To find an in-network UCC, [click here](#).



Emergency Room

Going to an ER for an issue that isn't life threatening can mean long wait times and high medical bills. Examples of symptoms that are serious and require an ER include:

- Severe chest pain (a possible heart attack)
- Drooping face, arm weakness, and slurred speech (a possible stroke)
- Severe or sudden shortness of breath
- Sudden or unexplained loss of consciousness

If you have a life-threatening emergency, call 911 right away.

Your doctor must be considered a designated provider for your virtual visit to be covered by Truli. That way, you can avoid paying full out-of-pocket costs for your visit.

Follow these 3 easy steps to see if your assigned primary care doctor is designated or find a new designated provider who offers virtual visits.

- 1 Go to **truliforhealth.com** or download our Truli for Health app. From there, you can log in to your member account.
 
- 2 Select the **Find Care** tab and search by your location, doctor, or specific condition. **Designated providers will have the virtual visit phone icon by their name.**
- 3 **Schedule your next virtual visit** with a designated provider.



For more information on care options, open the Truli for Health app or visit us at **truliforhealth.com**.



Virtual Visits must be provided consistent with Florida laws, regulations and our payment policies then in effect at the time Services are rendered.

If your plan includes a Health Savings Account, you'll pay your deductible first, then the applicable copay or coinsurance.

Health coverage is offered by Truli for Health, an affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

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