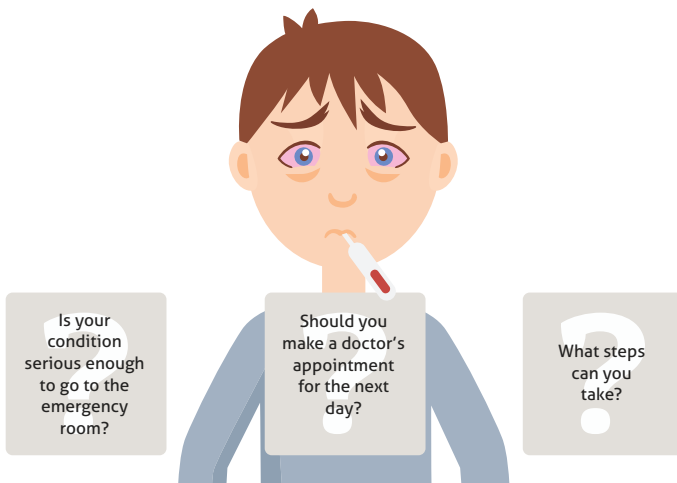


# Get convenient care *without* leaving home or work

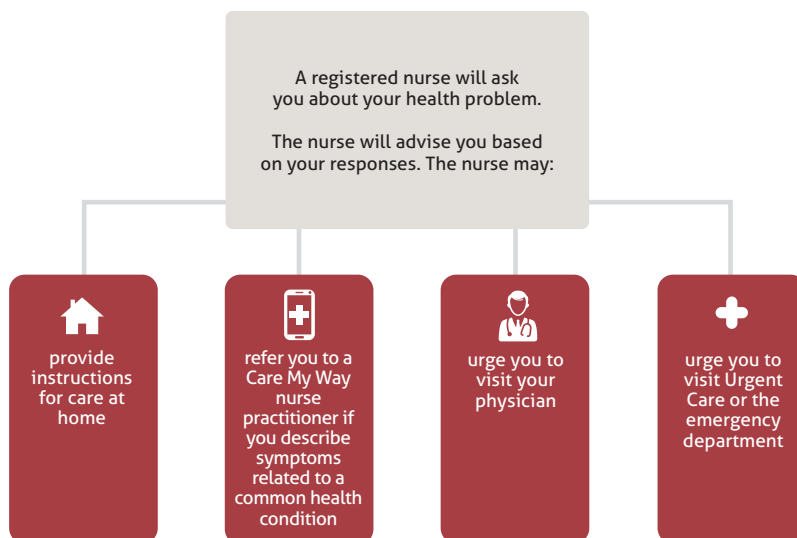


You have a 103° fever.



## Start by calling our 24-hour Nurse Line.

Call 1-800-549-3174 (TTY: 711)



\*Our 24-hour Nurse Line is available seven days a week, including holidays.

## 24-hour Nurse Line

If you need to talk to a provider after hours, you may call the provider's office. You may also call Security Health Plan's 24-hour Nurse Line at **1-800-549-3174**, seven days a week, including holidays, to connect with a registered nurse who can help answer your health care questions. The registered nurse will provide advice for seeking care or instructions for care at home.

## Care My Way®

Symptoms of certain minor illnesses can be all too familiar, but a trip to the doctor's office can take time and energy you don't have. Call Care My Way instead. For many common health conditions, you can talk to one of our nurse practitioners by phone, or try a virtual visit by downloading the app. The nurse can verify your symptoms and, if needed, call a prescription into the network pharmacy of your choice – saving you time and hassle. Care My Way has no copay, no deductible charge and unlimited visits\*. For a complete list of conditions Care My Way can treat, and more information about the service, go to: [www.securityhealth.org/CareMyWay](http://www.securityhealth.org/CareMyWay).

Care My Way services are available in Wisconsin, Minnesota and Michigan.

\*Security Health Plan is not responsible for any tax-related charges for HSA plans.

# Seeking care after hours



## Using urgent care services

Sometimes you need care quickly when you are outside the Security Health Plan service area. If you cannot safely postpone care until you return to the service area, you may receive care at the nearest appropriate medical facility. When within the Security Health Plan service area, you must use in-network providers. Notify Security Health Plan as soon as reasonably possible of any services received from a non-network provider.



## Using emergency care services

When you need emergency services, whenever possible use in-network hospital emergency rooms. If you are unable to reach a network provider, go to the nearest appropriate medical facility. If you go to a non-network provider for care, you should notify Security Health Plan of where you received emergency care as soon as possible.

If you have an emergency, **call 911**

## What will it cost me?

Average cost of most common visits in Wisconsin\*

Upper respiratory infection



Urgent Care vs ER  
\$184 vs \$689

Pink Eye



Urgent Care vs ER  
\$175 vs \$673

Sinusitis



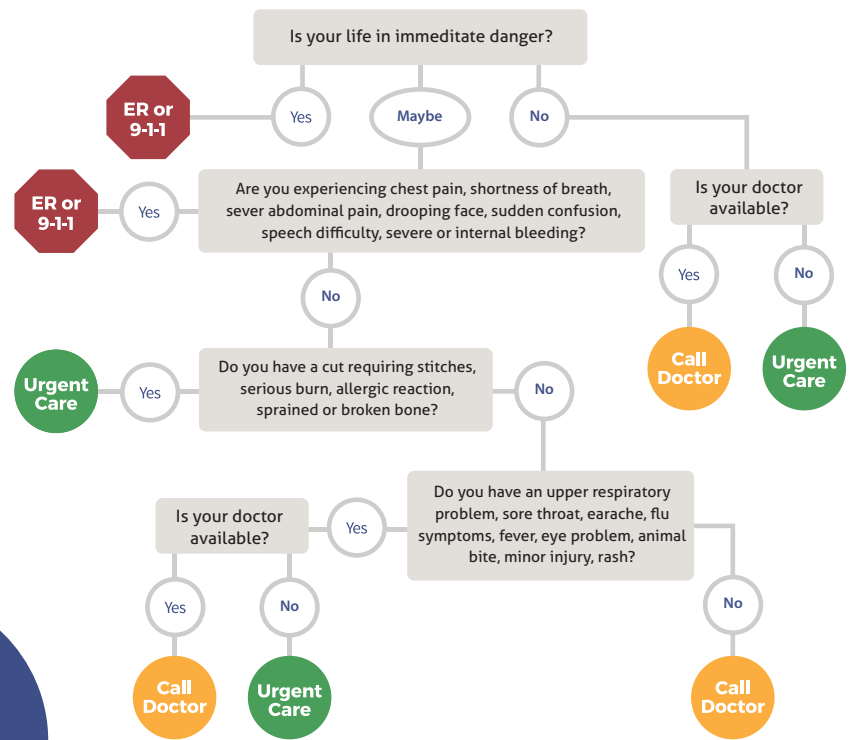
Urgent Care vs ER  
\$183 vs \$842

Sore Throat



Urgent Care vs ER  
\$242 vs \$959

## How should I choose?



\* Based on 2018 claims data from Security Health Plan