





# CHOOSE THE RIGHT HEALTH CARE SETTING

Where you go for medical services can make a big difference in how much you pay and how long you wait to see a health care provider. The chart below can help you select the right setting for your needs.

TYPE OF CARE	WAIT TIME	COST (BASED ON IN-NETWORK SERVICES)
 <p><b>Near Site Services</b> The City of De Pere has partnered with <b>Prevea Health</b> and <b>Bellin Health</b> to provide health plan participants select services for free at most area locations.</p> <p><b>When to go</b></p> <ul style="list-style-type: none"> <li>• Primary Care Services               <ul style="list-style-type: none"> <li>○ Preventative and Non-Preventative (i.e. diagnostic services) care</li> <li>○ Includes most labs and routine vaccinations</li> <li>○ X-ray and other imaging <b>not</b> included</li> </ul> </li> <li>• Physical and Occupational Therapy</li> </ul>	<p><b>1-3 days</b> or less, on average</p>	<p><b>FREE</b></p>
 <p><b>Teladoc</b> 24/7 access to talk to a doctor via phone or video, saving you time and money when you need care.</p> <p><b>When to go</b></p> <ul style="list-style-type: none"> <li>• Sore Throat</li> <li>• Cough</li> <li>• Sinus Infection</li> <li>• Skin Rash</li> <li>• Eye Infection</li> <li>• Earache</li> <li>• Urinary Tract Infection</li> <li>• Aches and Pains</li> <li>• General Medicine</li> </ul>	<p><b>15 minutes</b> or less, on average</p>	<p><b>FREE</b></p>
 <p><b>Walk-In Retail Health Clinics</b> Retail clinics, sometimes called convenient care clinics, are located in retail stores, supermarkets and pharmacies.</p> <p><b>When to go</b></p> <ul style="list-style-type: none"> <li>• Colds or flu</li> <li>• Sinus infections</li> <li>• Allergies</li> <li>• Vaccinations or screenings</li> <li>• Minor sprains, burns or rashes</li> <li>• Headaches or sore throats</li> </ul>	<p><b>15 minutes</b> or less, on average</p>	<p><b>\$5</b> Copay</p>
 <p><b>Urgent care</b> Urgent care centers, sometimes called walk-in clinics, are often open in the evenings and on weekends.</p> <p><b>When to go</b></p> <ul style="list-style-type: none"> <li>• Sprains and strains</li> <li>• Mild asthma attacks</li> <li>• Sore throats</li> <li>• Minor broken bones or cuts</li> <li>• Minor infections or rashes</li> <li>• Earaches</li> </ul>	<p><b>20-30 minutes</b> Approximate wait time</p>	<p><b>\$0</b> Copay at Prevea Urgent Care</p> <p><b>\$40</b> Copay any other location</p>



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### Clinical Care (your doctor's office)

Seeing your doctor is important. Your doctor knows your medical history and any ongoing health conditions.

**When to go**

- Preventative services and vaccinations
- Medical problems or symptoms that are not an immediate, serious threat to your health or life

**1 week or more**

Approximate wait time for an appointment

**\$0**  
Prevea or Bellin Near Site Services and preventative care at any location

**\$20**  
Primary Care Physician Copay

**\$40**  
Specialist Copay

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### Emergency Room (ER)

Visit the ER only if you are badly hurt. If you are not seriously ill or hurt, you could wait hours and your health plan may not cover non-emergency ER visits.

**When to go**

- Sudden change in vision
- Sudden weakness or trouble talking
- Large, open wounds
- Difficulty breathing
- Severe head injury
- Heavy bleeding
- Spinal injuries
- Chest pain
- Major burns
- Major broken bones

**3 to 12 hours**

Approximate wait time for non-critical cases

**\$200**  
Copay

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