

Care when you need it, *care where you want it*



Care for every situation

UPMC Health Plan has you covered no matter where you are. This chart explains your options.

Care option	Details	When to use	Availability	Cost
Primary care provider (PCP)	Your go-to for planned care and when you don't feel good	<ul style="list-style-type: none"> Well-visits Sick visits Preventive services (screenings, flu shots) Care coordination for tests or specialist care 	Usually need an appointment, but many PCPs have same-day appointments	Coinsurance or copayment; no cost for many preventive services
UPMC MyHealth 24/7 Nurse Line³	Phone service in which a UPMC registered nurse answers questions	<ul style="list-style-type: none"> Advice for treating a condition at home Guidance about whether to seek a higher level of care 	24 hours a day, seven days a week	No cost
UPMC AnywhereCare	Virtual urgent care visit with a provider right from your computer, tablet, or smartphone	<ul style="list-style-type: none"> Colds, sinus infections, and allergy symptoms Bronchitis Stomach aches/diarrhea Sore throat Pinkeye Poison ivy/rash 	24 hours a day, seven days a week	Copayment is less than the cost of an urgent care visit and significantly less than an emergency room visit ⁴
Urgent care	Nonhospital facility that provides immediate care	<ul style="list-style-type: none"> Sprains, strains Minor burns Small cuts that may need stitches 	Typically open seven days a week, no appointment required	Copayment or coinsurance
Emergency room⁵	Hospital facility for life-threatening conditions that require immediate care	<ul style="list-style-type: none"> Heavy bleeding Chest pain Burns Difficulty breathing Broken bones Any life-threatening condition 	24 hours a day, seven days a week	Copayment or coinsurance

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