

# 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
<b>Primary care provider (PCP)</b>	Your go-to for planned care and when you don't feel good	<ul style="list-style-type: none"> <li>Well-visits</li> <li>Sick visits</li> <li>Preventive services (screenings, flu shots)</li> <li>Care coordination for tests or specialist care</li> </ul>	Usually need an appointment, but many PCPs have same-day appointments	Both High and Low Option \$20 copay
<b>UPMC MyHealth 24/7 Nurse Line<sup>3</sup></b>	Phone service in which a UPMC registered nurse answers questions	<ul style="list-style-type: none"> <li>Advice for treating a condition at home</li> <li>Guidance about whether to seek a higher level of care</li> </ul>	24 hours a day, seven days a week	No cost
<b>UPMC AnywhereCare</b>	Virtual urgent care visit with a provider right from your computer, tablet, or smartphone	<ul style="list-style-type: none"> <li>Colds, sinus infections, and allergy symptoms</li> <li>Bronchitis</li> <li>Stomach aches/diarrhea</li> <li>Sore throat</li> <li>Pinkeye</li> <li>Poison ivy/rash</li> </ul>	24 hours a day, seven days a week	Both High and Low Option \$0 copay
<b>Urgent care</b>	Nonhospital facility that provides immediate care	<ul style="list-style-type: none"> <li>Sprains, strains</li> <li>Minor burns</li> <li>Small cuts that may need stitches</li> </ul>	Typically open seven days a week, no appointment required	Both High and Low Option \$50 copay
<b>Emergency room<sup>5</sup></b>	Hospital facility for life-threatening conditions that require immediate care	<ul style="list-style-type: none"> <li>Heavy bleeding</li> <li>Chest pain</li> <li>Burns</li> <li>Difficulty breathing</li> <li>Broken bones</li> <li>Any life-threatening condition</li> </ul>	24 hours a day, seven days a week	Both High and Low Option \$100 copay

# Nondiscrimination statement

UPMC Health Plan<sup>1</sup> complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

<sup>1</sup>UPMC Health Plan is the marketing name used to refer to the following companies, which are licensed to issue individual and group health insurance products or which provide third party administration services for group health plans: UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC for You Inc., and/or UPMC Benefit Management Services Inc.

## Translation Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-869-7228 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-869-7228 (TTY: 711)。

### UPMC HEALTH PLAN

U.S. Steel Tower  
600 Grant Street  
Pittsburgh, PA 15219

[www.upmchealthplan.com](http://www.upmchealthplan.com)

