



MEDICAL MUTUAL®

## Healthcare Action Plan

The Healthcare Action Plan gives you the information you need to find the right care based on your symptoms.



### Emergency Room/911

A facility found in a hospital, providing 24/7 care in case of emergencies and acute care without prior appointment. Average cost before insurance: \$1,400/visit

#### Your Emergency Room/911 Information

Provider \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_



### Urgent Care

A walk-in clinic that saves time and money compared to an ER. Many are open evenings and weekends. Average cost before insurance: \$175/visit

#### Your Urgent Care Information

Provider \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_



### Convenience Clinic

A walk-in clinic located in some stores, staffed by a physician's assistant or nurse practitioner. Average cost before insurance: \$75/visit

#### Your Convenience Clinic Information

Provider \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_



### Primary Care Physician

A healthcare provider who meets your general medical needs and guides you to specialists or other resources as needed. Average cost before insurance: \$120/visit

#### Your PCP Information

Provider \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_



### Telemedicine

A 24/7 telephone/online video service providing access to a board-certified physician. Cost: \$40/session

Providers in your area whose services are covered when provided via telemedicine will be shown, when available, in your My Health Plan provider network directory.


### My Health Plan

Get 24/7 access to your healthcare benefits by registering for My Health Plan, Medical Mutual's secure member website. Sign up at [MedMutual.com/member](http://MedMutual.com/member).

My Health Plan lets you:

- Review your claims and Explanation of Benefits statements.
- Find a healthcare provider and review satisfaction ratings.
- Find and compare costs for doctors and facilities.

## Symptom Reference Chart

	 ER/911	 Urgent Care	 Convenience Clinic	 Primary Care Physician	 Telemedicine
Allergic reaction		■		■	
Allergies		■	■	■	■
Annual preventive care visit				■	
Asthma		■		■	
Back pain (minor)			■	■	
Bleeding (heavy)	■				
Broken bone (major)	■				
Broken bone (minor)		■		■	
Bronchitis		■	■	■	■
Change in vision (sudden)	■				
Chest pain	■				
Cold and flu symptoms		■	■	■	■
Cut/burn (major)	■				
Cut/burn (minor)		■		■	
Ear infection			■	■	
Head injury (severe)	■				
Infection		■		■	
Insect bite		■		■	
Pink eye			■	■	
Prescription (long-term)				■	
Prescription (short-term)		■	■	■	■
Provide care (long-term)				■	
Rash		■		■	
Respiratory infection		■	■	■	■
Shortness of breath	■				
Sinus problems		■	■	■	■
Spinal injury	■				
Sprain or strain		■		■	
Trouble speaking (sudden)	■				
Urinary tract infection		■	■	■	■
Vaccinations (also flu shots)			■	■	
Weakness (sudden)	■				
Wheezing		■		■	
X-ray		■		■	

Please Note: This is a sample list of services and may not be all-inclusive. This does not take the place of professional medical advice, diagnosis or treatment.