






Where to Get Care



Choose the right care for the right situation. Explore these options that are available with your Quartz plan.

	 Virtual Visit	 Telehealth	 Primary Care	 Urgent Care	 Emergency Care
What is it?	An on-demand appointment with a health care provider via your smartphone, tablet, or computer.	A scheduled appointment with your usual provider during clinic hours. Not in person, either a video chat or phone call.	Regular, nonemergency care by appointment. Face-to-face interaction with your provider in their clinic or office.	In-person, walk-in care at designated locations, usually with extended hours.	In-person care 24/7 when help is needed right away to prevent an adverse health outcome.
When is it open?	24/7	Normal clinic hours	Normal clinic hours	Extended hours	24/7
What's the cost?	\$	\$ \$	\$ \$	\$ \$ \$	\$ \$ \$ \$
When should I use it?	<p>For urgent, nonemergency symptoms, like:</p> <ul style="list-style-type: none"> ▶ Cough ▶ Headaches ▶ Nausea ▶ Rashes ▶ Sore throat ▶ Sprains 	<p>For service outside of the clinic, including:</p> <ul style="list-style-type: none"> ▶ Routine visits ▶ Surgery follow-ups ▶ Mental health services ▶ Screenings 	<p>For in-clinic services, for instance:</p> <ul style="list-style-type: none"> ▶ Routine checkups ▶ Annual physicals ▶ Preventive screenings ▶ Vaccinations ▶ Non-urgent injuries and illness 	<p>For health issues or injuries that need prompt attention, but are not serious enough for emergency such as,</p> <ul style="list-style-type: none"> ▶ Cuts, scrapes, and bruises ▶ Sprains and strains ▶ Ear pain or infection ▶ Rashes and insect bites ▶ Sore or strep throat 	<p>For serious and/or life-threatening situations, for example:</p> <ul style="list-style-type: none"> ▶ Chest pain or heart attack ▶ Numbness or weakness on one side or stroke symptoms ▶ Shortness of breath ▶ Major illness ▶ Traumatic injury
How do I get access?	Set up an account ahead of time so you're prepared to log in if you become sick or injured. Learn more at QuartzBenefits.com/digitaltools .	Call your provider's office to see if a telehealth visit is right for you. If so, they'll schedule a time and give you connection instructions.	Call your primary care provider or clinic to schedule ahead of time.	Call your primary care provider or clinic first, day or night, to check the best course of action. They will advise you if you should go to urgent care.	Call 911 or go to the nearest hospital emergency department for immediate help.

Visit QuartzBenefits.com/findadoctor to find in-network primary, urgent, and emergency care, as well as specialists, pharmacies, and more. Questions? Call Customer Service at **(800) 362-3310**. We're here to help.

Your primary care provider or clinic may have other care options available, such as e-visits or a nurse line. Check with them for details and to confirm availability. Member cost share varies by plan. Refer to your Summary of Benefits and Coverage for copay, coinsurance, and deductible amounts.