







Know your options when you need care

You have several affordable and convenient options for immediate care. Keep this chart handy to help you make a smart choice the next time you need medical care. You may save time and money. Just text **"GETAPP"** to **90156** for a link to **Banner|Aetna's Aetna HealthSM app** for members. You'll be able to find network providers and facilities near you. Message and data rates apply.*

You can also contact the **Banner Nurse Now** line by calling 1-888-747-7990 (TTY: 711) to get answers to your health care questions.

	Non-emergency	Non-emergency	Non-emergency	Urgent	Emergency
Care Options	 Primary care physician (PCP) Your PCP is the best option for non-emergency care, and many are offering telemedicine at this time. To find in-network PCPs near you, log in to your member website, BannerAetna.com	 98point6[®] Provides on-demand, text-based primary care delivered via a secure app on your mobile device for members ages 1+. Board-certified physicians can diagnose, treat, order prescriptions and labs as appropriate.	 MinuteClinic[®] Offers convenient care 7 days a week from certified nurse practitioners and physician assistants at select CVS Pharmacy [®] and Target stores nationwide.	 Urgent care center Provides quick care for serious but non-life-threatening situations. Many urgent care centers offer imaging, X-ray and lab services.	 Emergency room For emergencies that can permanently impair or endanger your life.
When to use	<ul style="list-style-type: none"> Physicals (wellness, screening) Vaccinations & injections Chronic condition management (heart disease, diabetes, etc.) Minor illness and injuries 	<ul style="list-style-type: none"> Minor illness & injuries Allergies Cough & cold Eye infection Stomach problems Skin conditions Sore throat Women & Men's Health Primary care services related to behavioral health 	<ul style="list-style-type: none"> Minor illnesses & injuries Screenings & monitoring Skin conditions Vaccinations & injections Wellness & physicals Women's services Travel health 	<ul style="list-style-type: none"> Acute care (serious infections and injuries) Back/neck pain Cuts that require stitches Minor burns Flu Sprains Fractures Bronchitis/Sinus infections Headaches and more 	<ul style="list-style-type: none"> Chest pain Severe abdominal pain Trouble breathing Uncontrollable bleeding Stroke symptoms Head injury Symptoms that may put your life at risk
Availability	Weekdays during business hours <i>(May be open extended hours/Saturdays)</i>	24 hours a day 7 days a week 365 days a year	7 days a week <i>(including evenings/weekends)</i>	7 days a week with extended hours	24 hours a day 7 days a week 365 days a year
How to access	Appointments recommended	On demand by mobile app: Scan the QR code or visit 98point6.com/Banner-Aetna-Members 	At select CVS Pharmacy and Target stores Walk in or schedule an appointment at MinuteClinic.com Appointments recommended	Walk in or schedule an appointment	Walk in or pre-register
Average wait time	Average wait time of 22 minutes upon arrival ¹	No appointment needed. Connect with a doctor in less than 10 minutes	Make an appointment at MinuteClinic.com	15 – 45 minutes ²	2 – 4 hours for non-emergency care ²
Average cost to you	\$\$ <ul style="list-style-type: none"> Pay copay at time of visit, if applicable. Pay estimated patient responsibility at time of visit, if applicable.*** May be billed for any balance. 	\$ <ul style="list-style-type: none"> \$0 \$5 for HSA/High-deductible health plan members 	\$ <ul style="list-style-type: none"> No-cost or low-cost access to all covered services.** Pay estimated patient responsibility at time of visit, if applicable.*** May be billed for any balance. 	\$\$\$ <ul style="list-style-type: none"> Pay copay at time of visit, if applicable. Pay estimated patient responsibility at time of visit, if applicable.*** May be billed for any balance. 	\$\$\$\$ <ul style="list-style-type: none"> Pay copay at time of visit, if applicable. Pay estimated patient responsibility at time of visit, if applicable.*** May be billed for any balance.

BannerAetna.com



¹"Vitals' Annual Physician Wait Time Report," <http://www.vitals.com/about/wait-time>.

²Urgent Care Locations, LLC. Urgent care center vs. emergency room. Available at: www.solvehealth.com/faq/urgent-care-center-vs-emergency-room. Accessed April 4, 2018.

* Terms and Conditions: bit.ly/2nJJFYG. Privacy Policy: Aetna.com/legal-notice/privacy.html. By texting 90156, you consent to receive a one-time marketing automated text message from Aetna with a link to download the Aetna HealthSM app. Consent is not required to download the app. You can also download by going to the App Store or Google Play.

** Applies only to covered services at MinuteClinic. Video Visits are not a covered service under this benefit. Members in health maintenance organization (HMO) and indemnity plans are not eligible for this benefit. Such members should refer to their benefits plan documents in order to determine coverage and applicable cost share for walk-in clinic benefits and services, as applicable.

*** Lab, tests and additional services may result in additional charges. Labs and tests cannot be purchased separately and are only performed as part of a standard visit.

For your best health, we encourage you to have a relationship with a primary care physician or other doctor. Tell them about your visit to MinuteClinic, or MinuteClinic can send a summary of your visit directly to them.

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