



Know where to go for care

As a Regence member, you have choices when it comes to your care—and these choices can affect your budget. A visit to the emergency room (ER), for example, can cost up to five times more than a visit to an urgent care clinic. We're here to help you understand your care options, so you can choose the one that's best for you.



Virtual care

With virtual visits, you can have a doctor appointment or therapy session from the comfort of home, work or wherever you happen to be. Options include phone, video chat and our 24/7 nurse advice line. Virtual care is convenient, safe and affordable—and you won't have a long wait for your visit.

Conditions

Allergies
Anxiety
Cold & flu symptoms
Depression
Ear problems
Heartburn
Pink eye
Sinusitis
Urinary tract infections

Urgency

LOW

What to expect

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Lower cost



Shorter wait time



In-network care costs less



Regence



In-person care

If you need or prefer a face-to-face visit, you can book an appointment at your doctor's office or walk into a retail clinic or urgent care facility. In some cities, there are even doctors who make house calls. Costs for in-person care are typically higher than virtual care and you may have a longer wait time, but you can save money when using providers in your health plan's network.

Conditions

Checkups
Immunizations
Mild or moderate stomach pains
Minor burns
Screenings
Severe cold & flu symptoms
Sprains & strains

Urgency

MODERATE

What to expect



Moderate cost



Moderate wait time



In-network care costs less



Emergency care

If you're experiencing life-threatening symptoms, go to the ER. Doctors there are specially trained to treat heart attacks, strokes and other critical health needs. A visit to the ER can be costly, especially if you go out of network. Be prepared and locate the in-network hospital closest to you, so you'll know where to go if you ever need to.

Conditions

Bleeding that doesn't stop after 10 minutes
Broken bones
Difficulty breathing
Heart attack symptoms
Major burns
Stroke symptoms

Urgency

HIGH

What to expect



Higher cost



Longer wait time



In-network care costs less



How to find providers and access care

Sign in at [regence.com](https://www.regence.com) or on the Regence app, where you can use the Find a Doctor tool to search for doctors, therapists, clinics and hospitals in your network. You can also access your virtual care options. To learn more about finding the right care at the right time, visit [regence.com/member/care-options](https://www.regence.com/member/care-options).



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