

Options for Care

When you need healthcare, understanding your options can help you make an informed decision.

Primary Care Provider (PCP)

Main healthcare provider for non-emergency situations.



Appointment required.

- Common health concerns
- Preventive care
- Chronic condition management
- Specialist referrals
- Prescriptions
- Lab and imaging management

There are many types of PCP providers, including family physicians, nurse practitioners and pediatricians (for kids).

Telehealth

Convenient, virtual option for a range of common ailments and care.



On-demand, same-day and scheduled appointments.

- Urgent care (24/7 care for non-life-threatening medical concerns like flu, cold and eye/ear infections)
- Primary care* (Appointments with a designated provider for routine, preventive and ongoing care)
- Counseling/psychiatry* (Scheduled consults for conditions like anxiety, depression and grief)

For telehealth services from Recuro Health, call **844-715-1724**. Or visit imagine360.com/care.

*Not available on all health plans.

In-Person Urgent Care

For non-life-threatening conditions that need care quickly.



No appointment required, but may involve a long wait.

Examples include:

- Flu and cold
- Cough and sore throat
- High fever
- Allergies
- Nausea
- Cuts and severe scrapes
- Minor injuries and burns

Emergency Room (ER)

For severe and life-threatening conditions.



May involve a long wait, depending on the emergency.

Examples include:

- Allergic reactions
- Broken bones
- Chest pain
- Severe shortness of breath
- Weakness or pain in a leg or arm
- Head injuries
- Unconsciousness
- Deep wounds

In the case of a medical emergency, seek care or call 911 immediately.

24/7 access to your health benefits: miBenefits.imagine360.com

We're here to help. Call the number on your Benefits ID card.
Mon - Thurs: 7 a.m. - 9 p.m. CT | Fri: 7 a.m. - 7 p.m. CT

