

Choose the **right care** in the **right setting** to save on healthcare costs.

Primary Care \$



Your Primary Care Provider (PCP) helps manage your preventive and general care. They also coordinate other care you may need.

- » Appointment usually required (same-day typically available)
- » Provider knows your health history and goals
- » Hours vary by practice
- » Some PCPs offer telemedicine by appointment only

Telemedicine \$



Virtual visit for treatment of common conditions such as an ear infection or pink eye. Most health plans have a virtual care option.

- » No appointment needed
- » Licensed providers by phone, web, or mobile app for non-emergency care
- » Recommend follow-up with your PCP

Urgent Care \$\$\$



For injuries/illnesses that need same-day care but don't require hospitalization. Examples include broken bones, the flu, rashes, fevers, colds, and more!

- » No appointment needed
- » Hours vary by location; often open evenings/weekends/holidays
- » Need lab or imaging services? Ask if they have them on-site
- » Recommend follow-up with your PCP
- » Some ACN providers offer in-home urgent care visits

Emergency \$\$\$\$



Call 911 or go to the nearest facility for life-threatening conditions such as shortness of breath, chest pain, head or spine injuries, and more.

- » No appointment needed
- » Always open
- » Recommend follow-up with your PCP
- » ACN patients have access to emergency departments at Dignity Health, Abrazo Health, and Phoenix Children's

Arizona Care
Network



Connected Care Members: Need help finding the right care setting? Have questions about your benefits? In non-emergency situations, call the Connected Care Concierge Line: **1.800.974.4517**

Scan me to find an ACN doctor or facility:

