

Urgent Care vs. the Emergency Department

Getting the Right Care at the Right Place and Price



If you feel you need in-person care and can't wait for a doctor's appointment, an **urgent care clinic** is a better choice than the emergency room. Typically wait times are less and the cost is definitely less. There are over 40 in-network walk-in clinics and urgent care centers in the Tampa Bay Area. To find the closest in-network walk-in clinic or urgent care center, call **Aetna Concierge Services at 1-866-253-0599**- or access the Aetna-PCS Website at www.aetnapcsb.com and select "Provider Search":

- View pcsb.org/risk-benefits. Click the "Health Insurance" link on the left side of the page, click on "Find a Doctor."
- www.aetnapcsb.com, click the "Provider Search" button. Click "Plan from an employer" under "Not a member yet", enter your zip code and select plans under Aetna Open Access Plans (Aetna Choice POS II or Aetna Select). If you are a member, simply log into the Aetna Member Site and select "Find Care". Your information will already be pre-populated.
- The right choice depends on your symptoms. Call **Aetna's Informed Health Line**, 24 hours a day and speak with a licensed/registered nurse for help in choosing the right level of care. There is no charge for this service. Call 1-800-556-1555 (TDD/TTY: Dial 711 and ask operator to dial 1-800-556-1555)

URGENT CARE	EMERGENCY DEPARTMENT
<p>Non-life Threatening Symptoms: Go to an urgent care facility if you have a minor illness or injury and you are unable to schedule a timely visit with your doctor.</p>	<p>Life Threatening Symptoms: Call 911 or go immediately to the emergency dept. if you are experiencing sudden onset of serious and severe symptoms, and you believe that not getting immediate medical attention may result in loss of life, lasting physical damage, or serious injury.</p>
<p>Types of Conditions:</p> <ul style="list-style-type: none"> ▪ Earaches, sore throat, sinus pain ▪ Minor cuts where bleeding is controlled ▪ Sprains ▪ Skin rashes ▪ Colds, coughs, and sore throats ▪ Minor fevers and flu-like symptoms 	<p>Types of Conditions:</p> <ul style="list-style-type: none"> ▪ Signs of a heart attack, including chest pain or pressure ▪ Signs of a stroke, like sudden numbness in a limb or sudden inability to speak ▪ Uncontrolled bleeding ▪ Sudden or severe pain ▪ Coughing or vomiting blood or difficulty breathing or shortness of breath ▪ Sudden dizziness, weakness, or changes in vision or severe or persistent vomiting or diarrhea ▪ Changes in mental status, such as confusion
<p>Staffing & hours:</p> <ul style="list-style-type: none"> ▪ Staffed by doctors, nurses, physician assistants, and nurse practitioners ▪ Extended Hours ▪ No appointment needed ▪ Wait times vary ▪ Costs lower than Emergency Department 	<p>Staffing and hours:</p> <ul style="list-style-type: none"> ▪ Staffed by doctors and physician assistants ▪ Open 24/7 ▪ Wait times can be extensive (average is 4 hours) ▪ Out-of-pocket costs are highest

Costs:	Aetna Select Open Access In-Network Only	Choice POS II In-Network	CDHP + HRA In-Network	Average Employees Out-of-Pocket Costs Based upon 2018 PCS claims data
Deductible				
Deductible	\$0	\$500/\$1,00	\$1,500 ind./\$3,000 family	
Primary Care Physician Office Visit	\$25 co-pay	20% after deductible	20% after deductible	\$31
Teladoc (Virtual Doctor service)	\$25 co-pay	\$25 copay	\$25 copay	
Urgent Care Centers	\$50 co-pay	20% after deductible	20% after deductible	\$66
Retail Clinics	\$50 co-pay	20% after deductible	20% after deductible	
ER	\$500 co-pay per day for 1 st 5 days	20% after deductible	20% after deductible	\$724

Aetna In-Network Urgent and Retail Facilities

Urgent Care Centers		
After Hours Pediatrics	3450 East Lake Rd., Palm Harbor, FL 34685	727-789-8887
AFC Urgent Care	1500 N. McMullen Booth Rd., #A1-A2, Clearwater, FL 33759	727-266-1266
Bay Regional Urgent Care	2815 Alt 19, Suite B, Palm Harbor, FL 34683	727-303-3111
Baycare Urgent Care	2331 4 th St. N, St. Petersburg, FL 33704	727-914-8566
Baycare Urgent Care	711 South Belcher Rd, Clearwater, FL 33764	727-314-4848
Baycare Urgent Care	13670 Walsingham Rd., Largo, FL 33774	727-593-9848
Baycare Urgent Care	4821 US Hwy 19, New Port Richey, FL 34652	727-851-9650
Baycare Urgent Care	3351 N. McMullen Booth Rd., Clearwater, FL 33761	727-314-4774
Baycare Urgent Care	1599 66 th St. N, St. Petersburg, FL 33710	727-344-3627
Bayfront Convenient Care	13163 66 th St. N, Largo, FL 33773	727-531-2273
Doctors Express	1530 4 th St. N., St. Petersburg, FL 33704	727-821-8700
Doctors Express	34621 US Hwy, 19 North, Palm Harbor, FL 34684	727-953-9888
Doctors Urgent Care, LLC	34621 US Hwy. 19 N, Palm Harbor, FL 34684	727-953-9888
AFC Urgent Care	1500 N. McMullen Booth Rd., #A1-A2, Clearwater, FL 33759	727-266-1266
Evening Pediatrics	12190 Seminole Blvd., Largo, FL 33778	727-586-6483
Kids' Urgent Care	4040 49 th St. N, St. Petersburg, FL 33709	727-526-6483
HealthNow Urgent Care	2086 Gulf To Bay Blvd., Clearwater, FL 33765	727-462-0100
HealthNow Urgent Care	7599 Park Blvd., N #300, Pinellas Park, FL 33781	727-999-2076
MedExpress	10500 Ulmerton Rd., # 202, Largo, FL 33771	727-518-2273
MedExpress	26812 US Hwy 19 North, Clearwater, FL 33761	727-799-2727
Professional Urgent Care	640 Tyrone Blvd. N, St. Petersburg, FL 33710	727-528-7827

Retail Clinic / CVS MinuteClinic				866-389-2727
<u>8001 Dr. Martin Luther King St.,</u> Saint Petersburg, FL 33702 727-577-6888	<u>3501 54th Ave South,</u> St. Petersburg, FL 866-389-2727	<u>30387 US Highway 19 N</u> Clearwater, FL 33761 727-781-2955	<u>1000 E. Tarpon Ave.</u> Tarpon Springs, FL 34689 727-937-4203	
<u>3771 Tampa Rd.</u> Oldsmar, FL 34677 866-389-2727		<u>2175 Main St.</u> Dunedin, FL 34698 866-389-2727	<u>8905 Bryan Dairy Rd.</u> Largo FL 33777 866-389-2727	

For a complete list of In-Network Urgent Care/Retail Clinic providers, including providers outside of Pinellas County, visit aetnapcsb.com or call member services at 866-253-0599