

Urgent Care vs. The Emergency Department

Get the Right Care, at the Right Place, and for the Right 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. Wait times and cost will be 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, review the instructions below or access the Aetna-PCS website at www.aetnapcsb.com and select "Provider Search".

Locate an Aetna Provider Instructions:

- Go to www.aetnapcsb.com and click on the "Provider Search" button.
- Next, click on "Plan from an Employer" under "Not a Member Yet". Enter your zip code and select the plans under the Aetna Open Access Plans (Aetna Choice POS II or Aetna Select)
- If you are a member already, log into the Aetna Member website and select, "Find Care."

Note: Your information already will be pre-populated.

The right choice of service depends on your symptoms. Call **Aetna's Health Line at (800-556-1555)** to speak with a licensed & registered nurse if you need assistance with choosing the correct level of care you may need. There is no charge for this service.

<u>URGENT CARE</u>	<u>EMERGENCY DEPARTMENT</u>
<p>For Non-Life-Threatening Symptoms: Go to an urgent care facility if you have a minor illness or injury and if you are unable to schedule a timely visit with your doctor.</p>	<p>Life-Threatening Symptoms: Call 911 or immediately go to the emergency department. If you are experiencing sudden onset of serious and severe symptoms, and if you believe that not receiving immediate medical attention may result in loss of life, lasting physical damage, or a serious injury.</p>
<p>Types of Conditions:</p> <ul style="list-style-type: none"> • Earaches, sore throat, sinus pain, colds, coughs • Minor fevers and flu-like symptoms • Minor cuts where bleeding is controlled • Sprains 	<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, difficulty breathing, and shortness of breath • Sudden dizziness, weakness, changes in vision or severe/persistent vomiting or diarrhea • Changes in mental status, such as confusion
<p>Staffing and 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 Cost is lower than an 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 higher

Health Plans Costs & Deductibles for 2024:	Aetna Select Open Access (In-Network Only)	Choice POS II (In-Network)	CDHP + HRA (In-Network)	Average Employee Out-of-Pocket Costs (Based upon 2018 PCS Claims Data)
Deductible	\$0	\$500/\$1,000	\$1,500 individual \$3,000 Family	
Primary Care Physician Office Visit	\$25 co-pay	20% after deductible	20% after deductible	\$31.00
Teladoc (Virtual Doctor Service)	\$25 co-pay	\$25 co-pay	\$25 co-pay	
Urgent Care Centers	\$60 co-pay	20% after deductible	20% after deductible	\$66.00
Retail Clinics	\$50 co-pay	20% after deductible	20% after deductible	
Emergency Room	\$500 co-pay per day the first 5 Days	20% after deductible	20% after deductible	\$724.00

Aetna In-Network Urgent Care Facilities:

<u>Urgent Care Centers:</u>	<u>Address:</u>	<u>Phone Number:</u>
<u>After Hours Pediatrics</u>	3450 East Lake Rd., Palm Harbor, FL 34685	727-789-8887
<u>AFC Urgent Care</u>	11241 Park Blvd. Ste A Seminole, FL 33772	727-394-3828
<u>Bay Regional Urgent Care</u>	2815 Alt 19, Suite B, Palm Harbor, FL 34683	727-303-3111
<u>Baycare Urgent Care</u>	2331 4th St. N, St. Petersburg, FL 33704	727-914-8566
<u>Baycare Urgent Care</u>	711 South Belcher Rd, Clearwater, FL 33764	727-314-4848
<u>Baycare Urgent Care</u>	13670 Walsingham Rd., Largo, FL 33774	727-593-9848
<u>Baycare Urgent Care</u>	4821 US Hwy 19, New Port Richey, FL 34652	727-851-9650
<u>Baycare Urgent Care</u>	3351 N. McMullen Booth Rd., Clearwater, FL 33761	727-314-4774
<u>Baycare Urgent Care</u>	11178 State Road 54. Ste B, New Port Richey, FL 34655	727-841-6609
<u>Baycare Urgent Care</u>	1599 66th St. N, St. Petersburg, FL 33710	727-344-3627
<u>Bayfront Convenient Care</u>	603 7th Street South, Ste 350, St. Petersburg, FL 33701	727-553-7474
<u>Doctors Express</u>	1530 4th St. N., St. Petersburg, FL 33704	727-821-8700

Aetna In-Network Urgent Care Facilities (continued):

<u>Urgent Care Centers:</u>	<u>Address:</u>	<u>Phone Number:</u>
<u>Evening Pediatrics</u>	12190 Seminole Blvd., Largo, FL 33778	727-586-6483
<u>Kids' Urgent Care</u>	2401 4th Street N., St. Petersburg, FL 33704	727-526-6483
<u>Kids' Urgent Care</u>	12190 Seminole Blvd. Ste A, Largo, FL 33778	727-586-6483
<u>Sandbay Primary & Urgent Care</u>	2086 Gulf To Bay Blvd., Clearwater, FL 33765	727-462-0100
<u>Sandbay Primary & Urgent Care</u>	7599 Park Blvd. #300, Pinellas Park, FL 33765	727-999-2076
<u>MD Now Urgent Care</u>	10500 Ulmerton Rd. # 202, Largo, FL 33771	727-518-2273
<u>MD Now Urgent Care</u>	26812 US Hwy 19 North, Clearwater, FL 33761	727-799-2727
<u>MD Now Urgent Care</u>	34621 US Hwy 19 North, Palm Harbor, FL 34684	727-953-9888
<u>Professional Urgent Care</u>	640 Tyrone Blvd. N, St. Petersburg, FL 33710	727-605-5591

Aetna In-Network Retail Facilities:

<u>Retail Facilities:</u>	<u>Address:</u>	<u>Phone Number:</u>
<u>CVS MinuteClinic/HealthHUB</u>	8001 9th St N, St. Petersburg, FL 33702	727-577-6888
<u>CVS MinuteClinic/HealthHUB</u>	3501 54th Ave S, St. Petersburg, FL 33711	727-864-1546
<u>CVS MinuteClinic/HealthHUB</u>	30387 US Highway 19 N., Clearwater, FL 33761	727-781-2955
<u>CVS MinuteClinic/HealthHUB</u>	1000 E. Tarpon Ave., Tarpon Springs, FL 34689	727-937-4203
<u>CVS MinuteClinic/HealthHUB</u>	2175 Main St., Dunedin, FL 34698	727-733-6241
<u>CVS MinuteClinic/HealthHUB</u>	8905 Bryan Dairy Rd., Largo, FL 33777	727-393-7542

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