

July 2023

Federal Employee Program Emergency Department Utilization (EDU)

Florida Blue patients (ages 18 and older) insured under the Blue Cross and Blue Shield Federal Employee Program® (FEP) will be receiving an email this month reminding them about their options to seek medical care. Additional information about out-of-pocket costs associated with these options is also being shared with FEP members.

The email provides members with information on where to seek medical care based on their symptoms or injuries. This helps members understand what is considered an emergency and what may fall under a non-emergency or immediate (urgent) care situation. This, in turn, will guide members to the appropriate facility.

Know The Options

Here is a list of options for members based on the type of care they may need:

Non-Emergency Care:

- Primary Care
- Specialists
- Telemedicine
- Teladoc

Immediate Care:

- Preferred (In-Network) Urgent Care Centers
- GuideWell Emergency Doctors—Tampa & Orlando area

Emergency Care:

- Preferred (In-Network) Emergency Rooms

If you have any questions regarding copays, emergency care services, locations, or more, please refer to the Blue Cross and Blue Shield Service Benefit Plan brochure or contact Customer Service at **1-800-333-2227**. Visit [FEPblue.org](https://www.fepblue.org) for more information.