FEP Member Outreach for
Emergency Department Utilization

This month and in July, we will email select members with Federal Employee Program® (FEP) plans as their primary insurance regarding Emergency Department Utilization. Our email informs members 18 years or older of the differences between emergency, non-emergency, and immediate (urgent) care. Members will also receive information on the associated out-of-pocket costs for these three types of care. Our effort aims to assist members in choosing the appropriate care options when needed.

The care options we will share with members is based on symptoms or injuries and are included in the table below.

Know Your Options:

Non-Emergent Care	Immediate Care	Emergency Care
Recommended for: Diagnosis and treatment of illness, chronic medical conditions, minor illness, dermatology, mental health, and substance use counseling.	**Recommended for:** Chest pain, broken bones, cold, and the flu.	**Recommended for:** Life-threatening illness or injury (stroke, chest pain, etc.), major trauma, acute life-saving interventions (surgery, resuscitation, etc.)
Primary Care Providers	**Preferred (In-Network) Urgent Care Centers**	**Preferred (In-Network) Emergency Rooms**
Specialists	**Guidewell Emergency Doctors (Tampa and Orlando only)**	N/A
Telemedicine & Teladoc®	N/A	N/A

Note: Members are urged to call 911 or visit the nearest Emergency Room if experiencing a life-threatening event.

If members have health questions, they may reach out to the FEP Nurse Line at **1-888-258-3432.**

Members can download the Teladoc Health app or call **1-855-636-1579** to set up an account. They can also visit FEPBlue.org/telehealth.

If you have questions regarding emergency care services, locations, copayments, or more, please refer to the Blue Cross and Blue Shield FEP Service Benefit Plan brochure or contact Customer Service at **1-800-333-2227**. Visit FEPBlue.org for more information.