**Email #1**

**Attachments:** Do you know where to go for care?

**Subject Line Options:**

* Tips on selecting the best care option
* Knowing your options for care

**Copy:**

*[Salutation]*,

Too often, illness or injury appears out of the blue. As a Univera Healthcare member, know you have options if your primary care doctor is not available.

Based on your medical needs, one of the following may be best:

* **Telemedicine** for minor medical or behavioral health needs. Univera Healthcare has partnered with MDLIVE® to give members 24/7 access to board certified doctors. Register or log in at UniveraHealthcare.com/Member
* **24/7 Nurse call line** to connect with a nurse 24 hours a day, seven days a week. Nurses can provide support for general questions, nutrition information, and information regarding medications and health conditions.
* **Urgent Care Center** for medical issues that are not life threatening like minor cuts, sprains or cold treatment.
* **Emergency room** for serious or life threating injury or illness.

View the attached chart for tips to help you make the right choice the next time you need care.

*[Signoff]*

**Email #2**

**Link:** Urgent Care video

**Subject Line Options:**

* Urgent Care could save you time and money
* Learn the difference between emergency and non-emergency care

**Copy:**

*[Salutation]*,

When you need immediate medical care, and your doctor is not available – it’s important to know you have options.

A trip to the emergency room could be costly and the wait time could long. It may be best to visit an urgent care center if you need treatment for:

* Minor cuts, bruises or burns
* Muscle strains or sprains
* Cold and flu
* Earaches, sore throat, cough, congestion
* Allergy treatment

[[Click here]](https://youtu.be/jC2R7cVqbZ4) to watch a short video on what is urgent care used for and when you should go.

If you have questions about your coverage and benefits or need additional help finding a participating provider, please call the Customer Care at the number on the back of your member card.

*[Signoff]*