

**OFFICE OF THE COUNTY EXECUTIVE  
ALL-EMPLOYEES MEMORANDUM**

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**DATE: DECEMBER 20, 2024**

**EMPLOYEE MEDICAL HEALTH PLAN OF SUFFOLK COUNTY (EMHP)**

**OPTIONS FOR WHEN YOU NEED CARE**

**\*Important information when using Urgent Care Centers/Facilities\***

The Employee Medical Health Plan of Suffolk County (EMHP) would like to remind you of some important information about utilizing an Urgent Care Center/facility as described and defined in the EMHP Benefit Booklet 8<sup>th</sup> Edition 2024. Please be mindful of the definition of “Urgent Care” so that you receive the full benefits available through the EMHP. Urgent Care centers/facilities should not be used for wellness visits or for services that can be obtained from specialists or primary care providers for ongoing care.

As defined in the EMHP Benefit Booklet, “urgent care” is for medical care for an illness, injury or condition serious enough that a reasonable person would seek care right away. Health care services that are required by the onset of a medical condition that manifests itself by symptoms of sufficient severity that prompt medical attention is appropriate even though health and life is not in jeopardy or requires Emergency Department Care. Urgent Care may be rendered in a Physician’s office or Urgent Care Center.

If you visit an Urgent Care center/facility and the visit is covered by the plan, you will be responsible for a \$50.00 copay. However, if you go to an Urgent Care Center/facility and receive services for symptoms that do not fall under the above definition, your claim could be denied, and you would be responsible for the entire bill.

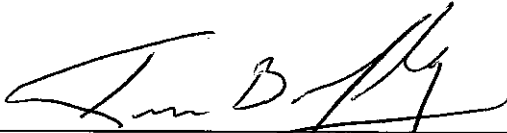
**What are my other options for when I need medical care?**

You have several affordable and convenient options for immediate and non-emergency medical care under the EMHP. Keep this chart handy to help you make a smart choice the next time you or a member of your family need medical care. The method of care the patient selects will determine how they can save time and money!

Type of Care	Non-Emergency	Non-Emergency	Urgent	Emergency
Provider Type	Teladoc	Primary Care Physician/General Practitioner (GP)	Urgent Care Center/facility	Emergency Room
<b>Care Options</b>	Teladoc Health gives you 24/7 access to Board certified doctors anytime. They can treat many non-emergency medical issues by phone or video.	Your GP is the best option for in-person, non-emergency care. To find in-network GPs near you, log in to your member website at <a href="http://www.aetna.com">www.aetna.com</a> and looking up your provider by choosing Aetna's Choice POS II (Open Access) or by calling Aetna at 833-497-2409.	Urgent care centers provide quick care for serious, but not life-threatening situations. Many urgent care centers offer imaging, X-ray and lab services.	The emergency room (ER) is for emergencies that can permanently impair or endanger your life. Using the ER for non-life threatening issues can be very costly and probably means a very long wait time.
<b>Examples of When to Use</b>	<ul style="list-style-type: none"> <li>Allergies</li> <li>Flu</li> <li>Bronchitis</li> <li>Sinus infection</li> <li>Food poisoning</li> <li>Rash</li> <li>Poison ivy/oak</li> <li>Sunburn</li> <li>Sore throat</li> <li>Headache/migraine</li> <li>Eye infection and more</li> </ul>	<ul style="list-style-type: none"> <li>Physicals (wellness, screening)</li> <li>Vaccinations &amp; injections</li> <li>Chronic condition management (heart disease, diabetes, arthritis, etc.)</li> <li>Acute care (sinus infections and injuries)</li> <li>Urgent care may be available by appointment</li> </ul>	<ul style="list-style-type: none"> <li>Back/neck pain</li> <li>Cuts that require stitches</li> <li>Minor burns</li> <li>Flu</li> <li>Sprains</li> <li>Fractures</li> <li>Bronchitis</li> <li>Headaches and more</li> </ul>	<ul style="list-style-type: none"> <li>Chest pain</li> <li>Severe abdominal pain</li> <li>Trouble breathing</li> <li>Uncontrollable bleeding</li> <li>Symptoms that may put your life at risk</li> </ul>
<b>Average Cost to You</b>	<ul style="list-style-type: none"> <li>There is NO COST for the patient for general medical visit.</li> <li>For a consultation with a dermatologist, there is a \$30 co-payment that you pay at the time of your consultation.</li> <li>No balance is ever billed to you</li> </ul>	<ul style="list-style-type: none"> <li>For in-network GP visits, pay your \$20 copay at appointment; there is no balance billing for covered services.</li> <li>For out-of-network GP visits, you must meet your \$3,000 deductible, pay 20% of the allowed charge and any balance over the total allowed charged up to the billed amount.</li> </ul>	<ul style="list-style-type: none"> <li>At an in-network urgent care center, pay your \$50 copay at time of visit; you will not receive a bill for the balance due. for covered services.</li> <li>At an out-of-network urgent care center, you must meet your \$3,000 deductible, pay 20% of the allowed charge and any balance over the total allowed charged up to the billed amount.</li> </ul>	<ul style="list-style-type: none"> <li>If you are admitted to the hospital from the Emergency Room, there is no Emergency Room copayment due.</li> <li>If you are not admitted to the hospital from the ER, then you must pay a \$100 copay, either at the time of visit or you will be billed for the copay by the hospital.</li> </ul>

*NOTE: All services must be medically necessary to be covered by the Plan. Copays and deductibles are as in effect as of the date of this AEM.*

If you are enrolled in the EMHP and have any questions with regard to your benefits you may contact the Employee Benefits Unit via e-mail at [ebu@suffolkcountyny.gov](mailto:ebu@suffolkcountyny.gov) or via telephone, 631-853-4866.


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**DISTRIBUTION: ONE COPY PER EMPLOYEE/RETIREES**