

# Where to Seek Care

## Resources Available Under the Trinity Health Colleague Health Plan



Our Trinity Health Colleague Health Plan is committed to supporting you on your well-being journey. Please review the resources below for information on where to seek care and the resources available to you and your covered family members.

### Routine, Preventive, Non-Emergency Medical Concerns

#### Primary Care Physician (PCP)



For most medical concerns, contact your primary care doctor first. Your PCP is most familiar with your medical history and can provide routine care and treatment when it is not an emergency. Many providers may even offer virtual visits. Preventive visits are not subject to copay, deductible or coinsurance when rendered in Tier 1 or 2.

#### Nurse's Line



Available 24/7, get advice and peace of mind from a registered nurse when you need it most: This service is free to enrolled members.

- **Aetna:** 800-556-1555
- **BCBSM/BCN:** 800-775-BLUE (2583)
- **Excellus:** 800-348-9786
- **Health Choices:** 800-648-6868
- **Kaiser:** 800-777-7904

### Virtual Visits



Virtual health visits, including behavioral health, are covered under the applicable cost share of your medical plan.

If your primary care provider or specialist is not able to provide a virtual visit, additional resources are available through your medical plan and are subject to Tier 2\* cost share:

#### Aetna

Teladoc: 800-835-2362  
[www.teladoc.com/aetna](http://www.teladoc.com/aetna)

#### Excellus Blue Cross

MD Live: 866-692-5045  
[www.mdlive.com](http://www.mdlive.com)

#### BCBSM/BCN

American Well: 844-606-1608  
[www.bcbsmonlinevisits.com](http://www.bcbsmonlinevisits.com)

#### Kaiser

Kaiser: 800-777-7904  
[www.kp.org/getcare](http://www.kp.org/getcare)

### Immediate, but Non-Life-Threatening Concerns



#### Urgent Care (UC)

Urgent care centers can treat any minor to moderate condition quickly and often have evening and weekend hours when your primary care physician may not be available. Utilize the provider search tool below to find a participating urgent care center near you.

### Life-or-Death Emergency or After-Hours Need (open 24/7)

#### Emergency Room (ER)



If you have a life-threatening emergency, call 9-1-1.

If you have a life-threatening emergency or urgent after-hours need, visit the closest emergency room. For a qualified medical emergency, an ER visit will be subject to Tier 1 cost share regardless of the tier in which you seek care, and the ER co-pay will be waived if you are admitted. Non-emergent use of the emergency room will be subject to the applicable cost share of your medical plan. Refer to your medical plan summary for more information.

### Behavioral Health, Substance Abuse and Counseling



#### Behavioral Health and Substance Abuse\*

Behavioral health care and substance abuse care, *both virtual and in-person*, by Tier 1 and Tier 2 providers are covered at the Tier 1 level of benefit. Refer to your medical plan summary for more information.

#### Individual Counseling Sessions and Personal Life Coaching



For personal or family counseling resources, substance abuse support or referral services, contact Carebridge at 800-437-0911 or online at [myliferesource.com](http://myliferesource.com) (Trinity Health access code: BKKR5) to receive up to six (6) free counseling sessions for yourself or a family member. Available via phone or video.

#### National Suicide Prevention Lifeline



The National Suicide Prevention Lifeline provides 24/7, free and confidential support for people in distress as well as prevention and crisis resources for you or your loved ones. Call 1-800-273-TALK (8255) or simply dial 9-8-8.

Find additional mental well-being resources at <https://mytrinityhealth.sharepoint.com/sites/SO-LiveYourWholeLifeColleagueWellbeing>

### To find a participating provider or facility, visit your medical plan provider's website

- **Aetna**  
<https://www.aetnaresource.com/n/Trinity-Health>  
Click: 'Find a Doctor'
- **Blue Cross Blue Shield of Michigan**  
<https://www.bcbsm.com> Click: 'Find a Doctor'
- **Blue Care Network**  
<https://www.bcbsm.com> Click: 'Find a Doctor'
- **Excellus**  
<https://www.excellusbcbs.com> Click: 'Find a Doctor'
- **Health Choices**  
<https://healthchoicesplans.com> Click: 'Members' then 'Provider Directory.'  
Enter Employer Number: HC00050001
- **Kaiser**  
<https://my.kp.org/holycross> Click: Top Doctors