



Patty Nguyen, On-Site Representative
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Dear Patty:

Q: If I need medical treatment after hours, but it's not an emergency, where can I go?

A: You may go to an Urgent Care Center (UCC) for treatment. [Click here](#) for a list of in network Urgent Care Centers in your area.

Q: What kind of illnesses do Urgent Care Centers treat?

A: Urgent Care Centers can treat the following illnesses or medical conditions:

- Cold, flu, or fever
- Strains, sprains, or breaks
- Infections, i.e., Ear Infections, Sinus Infections, Urinary Tract Infections (UTIs), etc.
- Gastrointestinal Illness, i.e., Stomach Flu, Food Poisoning, Constipation, etc.
- Strep Throat
- Pink Eye
- Mild burns
- Allergies

Q: How do I find a list of in network Urgent Care Centers in my area?

A: You may access in network Urgent Care Centers by accessing the Florida Blue website at www.floridablue.com. Click on "Find A Doctor" link and then scroll down the page to select your plan type. For HMO Basic and HMO Premium members, select "BlueCare (HMO)". For PPO Standard members, select "BlueOptions".



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Once on the search page, click on “Urgent Care Centers/Walk-In Clinics” for the Provider Type and then “Urgent Care Centers” for the Specialty.

Q: What is the co-pay for an Urgent Care Center visit and how does it compare with an ER visit?

A: Below is the out of pocket costs for an ER visit vs an Urgent Care Center visit by plan.

In Network Provider	HMO BASIC	HMO PREMIUM	PPO STANDARD
ER FACILITY FEE	\$300 Co-pay/visit	\$200 Co-pay/visit	\$100 Co-pay/visit
ER PHYSICIAN FEES	\$2,000 Deductible + 20% Coinsurance per provider	\$0 Co-pay per provider	\$50 Co-pay per provider
URGENT CARE CENTER	\$70 Co-pay/visit	\$50 Co-pay-visit	\$50 Co-pay/visit

Q: Are Free-Standing ERs Urgent Care Centers?

A: No. Free-Standing ERs are NOT Urgent Care Centers. They are associated with the hospital and bill as an **ER visit**, which will be a higher out of pocket costs as shown on the chart above. There are two in the county:

- **AdventHealth Central Pasco ER**
16625 State Road 54
Lutz, FL 33558
813-328-4999
- **ER 24/7 in Lutz (Medical Center of Trinity Free-Standing ER)**
1430 Dale Mabry Hwy
Lutz, FL 33548
813-953-3900