

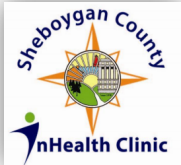








CHOOSE THE RIGHT HEALTH CARE SETTING






Where you go for medical services can make a big difference in how much you pay and how long you wait to see a health care provider. The chart below can help you select the right setting for your needs:

| TYPE OF CARE | WAIT TIME | COST** |
|--|---|---|
|  <p>UMR 24/7 Nurse Line 1-877-950-8053 You may speak by phone with a registered nurse any time of day, seven days a week.</p> <p>When to call*</p> <ul style="list-style-type: none"> • Help choosing the right health care setting for illness or injury • Information about common health problems or injuries • Must be on SASD's Medical plan | <p>20-30 seconds Call answered, on average</p> | <p>\$0</p> |
|  <p>Aurora Health Care EAP Contact Number: 800-236-3231</p> <p>When to call*</p> <ul style="list-style-type: none"> • Immediate help with a stressful situation such as depression, grief, substance abuse, or relationship, counselor available 24/7. • Follow-up in person support - Includes up to 3 counseling sessions (per issue) for assistance with stress, depression, grief, substance abuse, relationships, etc. • Coverage automatic for all associates, no enrollment required. | <p>20-30 seconds Call answered, on average</p> | <p>\$0</p> |
|  <p>Sheboygan County InHealth Clinic 615 Pennsylvania Ave. Call (920) 547-4210 to schedule an appointment!</p> <p>Sheboygan County InHealth Clinic is a convenient way to get many of the same services you would receive from your primary care doctor or from an urgent care/walk-in clinic... at no cost to you!*</p> <p>When to go*</p> <ul style="list-style-type: none"> • The InHealth Clinic can provide preventive care, wellness services, vaccinations, and treatment for various illness & injuries; in addition to ongoing treatment for chronic condition management. <p>*Must be on SASD's medical plan; \$10 chiropractic copay may apply</p> | <p>5 minutes or less, on average</p> | <p>\$0 on average; varies by service*</p> |
|     <p>When to call*</p> <ul style="list-style-type: none"> • Teladoc Online medical physicians can be accessed at www.teladoc.com or by calling 800-835-2362. They can diagnose acute ailments, recommend treatments and prescribe medications. Convenient for evening and weekend situations. Pediatric, Psychiatry, Psychology and Dermatology specialists are also available. • Must be on SASD's medical plan | <p>5 minutes Approximate wait time for doctor to respond <i>(Wait time for Mental Health and Dermatology services are typically 4 days on average)</i></p> | <p>\$49 or less For everyday care; varies by service <i>(Mental Health and Dermatology services are more)</i></p> |

Continued ...

* This is a sample list of services and is not intended to be all-inclusive.

** Costs are averages only and not tied to a specific condition or treatment. Out-of-pocket costs will vary based on your medical plan design.

| TYPE OF CARE | WAIT TIME | COST** |
|--|--|---|
|  <p>Retail clinic/convenient care clinic</p> <p>Retail clinics, sometimes called convenient care clinics, are located in retail stores, supermarkets and pharmacies.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Colds or flu • Sinus infections • Allergies • Vaccinations or screenings • Minor sprains, burns or rashes • Headaches or sore throats | <p>15 minutes or less, on average</p> | <p>\$50-\$100 Approximate cost per service</p> |
|  <p>Urgent care/walk-in clinic</p> <p>Urgent care centers, sometimes called walk-in clinics, are often open in the evenings and on weekends.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Sprains and strains • Mild asthma attacks • Sore throats • Minor broken bones or cuts • Minor infections or rashes • Earaches | <p>20-30 minutes Approximate wait time</p> | <p>\$150-\$200 Average cost</p> |
|  <p>Clinical care (your doctor's office)</p> <p>Seeing your doctor is important. Your doctor knows your medical history and any ongoing health conditions.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Preventive services and vaccinations • Medical problems or symptoms that are not an immediate, serious threat to your health or life | <p>1 week or more Approximate wait time for an appointment</p> | <p>\$100-\$150 Average cost</p> |
|  <p>Emergency room (ER)</p> <p>Visit the ER only if you are badly hurt or seriously ill. <i>If you are not seriously ill or hurt</i>, seek other options or contact the Nurse Line for Advice.</p> <p>When to go*</p> <ul style="list-style-type: none"> • Sudden change in vision • Sudden weakness or trouble talking • Large, open wounds • Difficulty breathing • Severe head injury • Heavy bleeding • Spinal injuries • Chest pain • Major burns • Major broken bones | <p>3 to 12 hours Approximate wait time for non-critical cases</p> | <p>\$1,200-\$1,500 Average cost</p> |
|  <p>For additional information or assistance finding the right care, contact UMR via the Member Services phone number on your ID Card, mobile app, or online chat via www.umar.com. A UMR customer care guide will be available to answer your questions or help you understand your plan benefits. They can connect you with the right benefits and programs for your needs.</p> | | |

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