

Choose the right place to go for care



Confidence comes with every card.®



know. compare. choose.

You can go here:	To receive care for symptoms, conditions or situations such as:	Advantages:	Cost:	Average time for care:	How to find:
24-Hour Nurse Line	<ul style="list-style-type: none"> Deciding if you can self-treat a condition or need to see a doctor, visit an urgent care center or an emergency room Discussing treatment options for nonemergency situations Other general medical questions 	<ul style="list-style-type: none"> No cost Available 24/7 Staffed with registered nurses 	\$0	12 minutes	Talk to a registered nurse for free: Blue Cross members can call: 1-800-775-BLUE (2583) Blue Care Network members can call: 1-855-624-5214
24/7 Online health care, powered by American Well®	<ul style="list-style-type: none"> Sore throat and cough Painful urination Low-grade fever Earache Colds and flu Mild allergy symptoms Skin rash Eye irritation or redness Minor burns, cuts and scrapes 	<ul style="list-style-type: none"> Available any time your doctor isn't available No appointments or waiting rooms Care is delivered by smart phone, tablet or computer You can send a visit summary to your primary doctor 	\$	3 to 10 minutes	If your health care plan covers this service, sign up for your online account at bcbsm.amwell.com , or sign up with the Amwell app. Important: When signing up, enter your health care plan information and use service key: BCBSM Call: 1-844-733-3627
Doctor's office	<ul style="list-style-type: none"> Sprains and strains Minor asthma issues 	<ul style="list-style-type: none"> Some extended hours Trusted, ongoing relationship Can generally be reached after hours by phone 	\$	60 minutes	Visit your primary care doctor. If you don't have one, find a primary care doctor near you using <i>Find a Doctor</i> at bcbsm.com . Or find one using the Blue Cross mobile app. Search BCBSM in Google Play™ or the App Store® to download our app.
Urgent care center		<ul style="list-style-type: none"> Evening and weekend hours Walk-in appointments available Convenient locations 	\$\$	60 to 90 minutes	Ask your primary care doctor to recommend a nearby urgent care center or find one using <i>Find a Doctor</i> at bcbsm.com .
Emergency room	<ul style="list-style-type: none"> Life-threatening conditions Chest pain Possible broken bones Sudden blurred vision Poisoning Unconscious state 	<ul style="list-style-type: none"> Available 24/7 Suitable for emergency situations 	\$\$\$	4 hours	Call 9-1-1 or visit your local hospital.

Know where to go.

Visit bcbsm.com/wheretogo for more information.

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