

# Choices for care



When it's not an emergency, you have smart choices for convenient care. Here's where, when, and how to get care for whatever you've got.

You can go here:	To receive care for symptoms, conditions or situations such as:	Advantages:	Cost:	Average time for care:	How to find:
<b>24-Hour Nurse Line</b>	<ul style="list-style-type: none"> <li>Deciding if you can self-treat a condition or need to see a doctor, visit an urgent care center or an emergency room</li> <li>Discussing treatment options for nonemergency situations</li> <li>Other general medical questions</li> </ul>	<ul style="list-style-type: none"> <li>No cost</li> <li>Available 24/7</li> <li>Staffed with registered nurses</li> </ul>	\$0	12 minutes	Talk to a registered nurse for free: <b>Blue Cross</b> members can call: <b>1-800-775-2583</b> <b>Blue Care Network</b> members can call: <b>1-855-624-5214</b>
<b>Primary care doctor</b>	<ul style="list-style-type: none"> <li>Sore throat and cough</li> <li>Painful urination</li> <li>Low-grade fever</li> <li>Earache</li> <li>Colds and flu</li> <li>Mild allergy symptoms</li> <li>Skin rash</li> <li>Eye irritation or redness</li> <li>Minor burns, cuts and scrapes</li> <li>Sprains and strains</li> <li>Minor asthma issues</li> </ul>	<ul style="list-style-type: none"> <li>Some extended hours</li> <li>Trusted, ongoing relationship</li> <li>Can generally be reached after hours by phone</li> </ul>	\$	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 <a href="http://bcbsm.com">bcbsm.com</a> .
<b>Blue Cross Online Visits<sup>SM</sup></b>		<ul style="list-style-type: none"> <li>Available any time your doctor isn't available</li> <li>No appointments or waiting rooms</li> <li>Care is delivered by smartphone, tablet or computer</li> <li>You can send a visit summary to your primary doctor</li> <li>Behavioral health available</li> </ul>	\$	About 10 minutes	Sign up for your online account one of the following ways: <b>Mobile</b> – Download the BCBSM Online Visits <sup>SM</sup> app <b>Web</b> – Visit <a href="http://bcbsmonlinevisits.com">bcbsmonlinevisits.com</a> <b>Phone</b> – Call 1-844-606-1608
<b>Retail health clinic</b>		<ul style="list-style-type: none"> <li>In certain drug store chains and store fronts</li> <li>Close to home or work</li> </ul>	\$	45 minutes	To find a retail health clinic or an urgent care center, use <i>Find a Doctor</i> at <a href="http://bcbsm.com">bcbsm.com</a> .
<b>Urgent care center</b>		<ul style="list-style-type: none"> <li>Evening and weekend hours</li> <li>Walk-in appointments available</li> <li>Convenient locations</li> </ul>	\$\$	60 to 90 minutes	

Check your benefits by logging in to your member account or calling the Customer Service number on the back of your ID card.

Learn more about your choices for non-emergency care  
[bcbsm.com/findcare](http://bcbsm.com/findcare)

