



Emergency Room Alternatives

You Have Quicker, Less Expensive Choices for Quality Advice and Care

You should always go to the nearest emergency room in a life-threatening situation. However, for other situations, including urgent care, you have options that can help save you time and money.

Care Options	Description	Health Concerns That Can Be Addressed	Hours	How to Use
Primary Care Provider (PCP)	Unless it's a true emergency, it's best to call your PCP's office first, even after hours, when you're sick or injured.	<ul style="list-style-type: none"> Routine health checkups Will diagnose and treat illnesses Will manage chronic conditions 	Days	Call your PCP office to schedule an appointment, or find a primary care provider at bluecrossma.com/findadoctor .
24/7 Nurse Care Line	Talk to a registered nurse, at no additional cost, any time you get sick or injured. They'll guide you through your next steps for care, whether it means treating it yourself at home, visiting your PCP, or going to an emergency room, urgent care center, or limited-services clinic.	<ul style="list-style-type: none"> Fever Dizziness Cuts General discomfort 	24/7	Call the 24/7 Nurse Care Line at 1-888-247-BLUE (2583) .
Limited Services Clinics¹	Clinics located within your local pharmacy that treat simple medical concerns.	<ul style="list-style-type: none"> Cold & flu Bronchitis Sinus & respiratory infections Sore throat Diarrhea Gout Strep throat Urinary tract infections Pink eye Hypertension Migraines Pneumonia 	Days, evenings, weekends	Visit Find a Doctor & Estimate Costs at bluecrossma.com/findadoctor . 1. Select Urgent Care Centers 2. Refine your results by choosing Limited Services Clinics or Urgent Care Center under Specialties
Urgent Care Centers²	Local clinics that treat conditions that aren't life-threatening but require immediate treatment.	<ul style="list-style-type: none"> Broken bones Digital X-rays Drug tests EKG test Lab tests Minor burns or injuries PPD/TB skin tests Pregnancy test Short-term (acute) illness Splints Stitches Sports & school physicals Shots & vaccines 	Days, evenings, weekends	Results are determined by your selected location and providers that participate in your network.
		Plus, symptoms treated at limited services clinics		

1. Example: CVS Minute Clinic® 2. Examples: CareWell® Urgent Care, AFC Urgent Care®, and Health Express

Care Options	Description	Health Concerns That Can Be Addressed	Hours	How to Use
Well Connection*	24/7 live video visits with licensed doctors on your favorite device.	<ul style="list-style-type: none"> • Back pain • Bronchitis • Cough • Diarrhea • Fever • Rashes • Respiratory infections • Sinus infections • Sore throat • Skin conditions • Urinary tract infections <p>Well Connection doctors and providers can also treat behavioral health conditions by appointment.</p>	24/7 for medical care	Download the Well Connection app, or visit wellconnection.com .
Behavioral Health Mobile Crisis Intervention	Local clinics that provide in-home crisis intervention and planning for members with a behavioral health concern or substance use disorder.	<p>Intervention and assessment for a mental health or substance use disorder crisis.</p> <p>Note: If one's life or the lives of others are in danger, seek immediate medical attention at an emergency room.</p>	24/7	Find a Doctor & Estimate Costs at bluecrossma.com/findadoctor . Enter Community Mental Health Center and your zip code in the search fields to refine your results.
Emergency Room (ER)	Full hospital service for severe symptoms that could seriously jeopardize your health or the health of another (including an unborn child).	<ul style="list-style-type: none"> • Possible heart attack • Stroke • Poisoning • Loss of consciousness • Suicidal or homicidal thoughts or feelings 	24/7	Call 911 or go to your nearest hospital.

Seeing Your Primary Care Provider

Your first line of defense is your primary care provider. If the doctor's office is closed, there may be recorded after-hours care instructions or the option to speak with an on-call nurse or doctor who can provide advice based upon your medical current condition and history.

Using Limited Service Clinics and Urgent Care Centers

To check if your health plan covers service from your location of choice, or to see if you need a referral, call the Member Service number on your ID card. Use our **Find a Doctor & Estimate Costs** tool at bluecrossma.com/findadoctor to find limited service clinics and urgent care centers that participate in your network.

Well Connection—Care at Your Convenience

You can see licensed doctors and providers for minor medical and behavioral health care using live video visits on your favorite device. All you need is an internet connection and a webcam. They have an average of 15 years of experience and can look up your medical history, diagnose and treat your symptoms, and prescribe medication, if necessary.*

Download the app or visit wellconnection.com to get started.



* Call Member Service at the number on your ID card to see if Well Connection is included in your benefits. Please note that doctors and providers can't write prescriptions for controlled substances while delivering care online.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).