Quicker, Less Expensive Alternatives to the ER

You should always go to the nearest emergency room in a life-threatening situation. But in other cases, even for urgent injuries, you have other options that can save you time and money.

First, Talk to Your Primary Care Provider

Unless it’s a true emergency, it’s always best to call your doctor’s office first, even if it’s after hours. They may want to see you or suggest alternatives to the emergency room. 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 unique advice based upon your medical history and assistance in following up with your doctor. After you call your doctor, in the absence of severe symptoms, consider the options below:

<table>
<thead>
<tr>
<th>Option</th>
<th>What It Is</th>
<th>What They Can Help You With</th>
<th>Hours</th>
<th>Relative Cost</th>
<th>How to Find One</th>
</tr>
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<tbody>
<tr>
<td>Blue Care Line™</td>
<td>Speak with a nurse by phone. Explain your symptoms, and the nurse will help you decide what to do next.</td>
<td>Assessment for the treatment of: • Fever • Dizziness • Cuts • General discomfort</td>
<td>24/7</td>
<td>No cost</td>
<td>Call the Blue Care Line at 1-888-247-BLUE (2583)</td>
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<tr>
<td>Limited Services Clinics¹</td>
<td>Clinics located within your local pharmacy that treat simple medical concerns</td>
<td>• Flu-like symptoms • Earaches • Pink eye • Sore throat</td>
<td>Days, evenings, weekends</td>
<td>$S</td>
<td>In Massachusetts: Go to <a href="https://findadoctor.bluecrossma.com/">https://findadoctor.bluecrossma.com/</a> • Select Medical Facility • Click on the Specialty tab • Select Clinics, Limited Services or Urgent Care Center Outside Massachusetts: Visit <a href="https://findadoctor.bluecrossma.com/">https://findadoctor.bluecrossma.com/</a> • Follow steps above • Enter location</td>
</tr>
<tr>
<td>Urgent Care Centers²</td>
<td>Local clinics that treat conditions that aren’t life-threatening but should be treated right away</td>
<td>Symptoms treated at limited services clinics, plus: • Sprains • Minor burns or injuries • Short-term (acute) illness • Broken bones</td>
<td>Days, evenings, weekends</td>
<td>$SSs</td>
<td></td>
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<tr>
<td>Emergency Room</td>
<td>Full hospital service for severe symptoms that could seriously jeopardize your health or the health of another (including an unborn child)</td>
<td>• Possible heart attack • Stroke • Poisoning • Loss of consciousness</td>
<td>24/7</td>
<td>$SSSSS</td>
<td>Call 911 or go to your nearest hospital</td>
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</table>

Notes About Limited Services Clinics and Urgent Care Centers:

- If your doctor’s office does not offer urgent care as part of their practice, make sure to check Find a Doctor regularly, as new limited services clinics and urgent care centers are always being added. If you’re logged in to Member Central, your network will display automatically. If you’re using our public Find a Doctor site, be sure to verify the name of your plan, found on your Blue Cross ID card, and click the Which Network Should I Choose? link for additional help.
- Verify that your health plan covers care at the location you choose.
- If you’re outside of Massachusetts, call Member Service at the number on the front of your Blue Cross ID card to confirm if the clinic is in our network or if you need a referral.

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

CareWell Urgent Care is an urgent care center accredited by the Urgent Care Association of America.
Your health care plan includes a convenient new benefit: Telehealth online video visits.

Quick access to see a doctor

We’re happy to introduce a new option for getting medical care for you and your family. Using your smartphone, computer, or tablet, you can access Telehealth services to speak with a doctor or therapist anytime you need care including after business hours and on weekends.

Telehealth covers both medical and behavioral health care for conditions that can be treated through video visits. With Telehealth, you can see a doctor or therapist anywhere you have online access, including your home, workplace, or wherever else you may be.

Two easy ways to receive Telehealth care

1. Check with your local doctor or use our Find a Doctor tool on Member Central to identify doctors in the network who offer Telehealth services.

2. Visit bluecrossma.com/telehealth to connect to our national network of online doctors and therapists who offer Telehealth services powered by American Well, an independent company.

Since a video visit typically takes about 10 minutes, you’ll have more time to spend doing the things that matter most to you!

Visit www.bluecrossma.com/telehealth to learn more about Telehealth.