

**Sick to your
tummy?**

Why wait?

**There's a
place for that.**



Choosing the right place for care

Knowing there are smart health care options will help you get the care you need when you need it. Here's where, when, and how to get care for whatever you've got:

PRIMARY CARE DOCTOR	24-HOUR NURSE LINE	BLUE CROSS ONLINE VISITS SM	RETAIL HEALTH CLINICS	URGENT CARE CENTERS
\$	\$0	\$	\$	\$\$
Average time for care 60 minutes	Average time for care 12 minutes	Average time for care 10 minutes	Average time for care 30 minutes	Average time for care 60–90 minutes
Appointment required? Yes	Appointment required? No	Appointment required? No	Appointment required? No	Appointment required? No
Treatment When you want to talk face to face with a doctor you know and trust	Treatment When you have questions about an illness or injury, anytime day or night	Treatment When you want to talk to a doctor or therapist face to face from the comfort of your home or on the go	Treatment For a quick, in-person evaluation to get minor health care and a prescription at one location	Treatment When your symptoms are a little more complicated and you need convenient, in-person care
<ul style="list-style-type: none"> • High-quality, comprehensive care • Knows you and your medical history and coordinates all your care • May offer additional services, such as labs 	<ul style="list-style-type: none"> • No cost • Available by phone anytime, anywhere in the U.S. • Service provided by a registered nurse 	<ul style="list-style-type: none"> • Video chat with a doctor or therapist anywhere in the U.S. • Send a visit summary to your primary doctor • Care provided by U.S. board-certified doctors or therapists through smartphone, tablet or computer 	<ul style="list-style-type: none"> • Evening and weekend hours • Convenient locations • Care provided by physician assistants and certified nurse practitioners, overseen by a U.S. board-certified doctor 	<ul style="list-style-type: none"> • Evening and weekend hours • Convenient locations • Lab and X-rays • Care provided by U.S. board-certified doctors, nurses and nurse practitioners, depending on severity of symptoms

Start using your smart choices for care. Learn how at bcbsm.com/findcare

Not all services are covered by all plans. Log in to your member account to see what your plan covers. For language assistance, visit bcbsm.com/language. To view our nondiscrimination policy, visit bcbsm.com/nondiscrimination. Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

When it's not an emergency, you have smart choices for when and where to get health care.



Primary care doctor

Call your primary care doctor first when you're not feeling well. He or she knows you best and understands your health history.



24-Hour Nurse Line

Talk to a registered nurse at no cost, anytime day or night, when you have questions about an illness or injury.



Blue Cross Online VisitsSM

Connect online with a doctor or therapist using a smartphone, tablet, or computer.



Retail health clinics

Get treatment for minor illnesses and injuries on a walk-in basis at select drug store chains near your home or workplace.



Urgent care centers

Get non-emergency, in-person care conveniently, after hours or on weekends.

These smart, convenient options for care can be used for:

- Mild allergy symptoms
- Sore throat and cough
- Colds and flu
- Low-grade fever
- Earache
- Eye irritation or redness
- Skin rash
- Minor burns, cuts and scrapes
- Painful urination
- Sprains and strains

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