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## **When it's not an emergency, you have choices for care that's always there**

Things may look a little different now, but your Blue Cross Blue Shield of Michigan or Blue Care Network health care plan is still the same. You still have care that's always there.

It's late at night or a Sunday afternoon, and you're not feeling well. It's not an emergency. But you don't need to wait. You have convenient choices for non-emergency care no matter where you are or what time of day it is, including:

### **Primary care provider**

Call your primary care provider first when you're not feeling well. He or she knows you best and understands your health history. Many primary care offices offer virtual care, same-day appointments, extended hours and other services.

When your primary care provider isn't available, based on your needs, you have the following convenient options to choose from:

### **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 Visits<sup>SM</sup>**

Call or video chat with a U.S. board-certified doctor or behavioral health professional using a smartphone, tablet or computer.

### **Walk-in clinics**

Get in-person care after hours or on weekends, without an appointment. Retail health clinics and urgent care centers are conveniently located near your home, work or school.

These choices for care that's always there can be used for minor illnesses and injuries, such as:

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

Remember, your primary care provider is your partner in health care. Talk to your primary care provider about what to do when you're sick and they're not available — and be sure to let them know when you get care elsewhere.

Get the care you need, when and where you need it. Learn more about your choices for non-emergency care at [bcbsm.com/findcare](https://bcbsm.com/findcare).