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## **When it's not an emergency, you have choices for 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. With your Blue Cross Blue Shield of Michigan or Blue Care Network health care plan, you have convenient choices for non-emergency care when you need it, wherever you are.

### **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. Depending on your plan, you may have other options for virtual primary care.

When your primary care provider isn't available, you have other convenient choices for care.

### **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.

### **Virtual Care by Teladoc Health®**

*Previously Blue Cross Online Visits<sup>SM</sup>*

Call or video chat with a U.S. board-certified doctor or therapist using your mobile device or telephone.

### **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

This information isn't intended to be medical advice. In an emergency, call 911 or go to an emergency room near you. Teladoc Health is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network.

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