



Blue Care
Network
of Michigan

Find convenience when you need care

Blue Elect PlusSM POS and Blue Elect Plus HSASM POS

EDUCATE

ENGAGE

EMPOWER

A simple cough typically doesn't require a trip to the emergency room. Luckily, when you enroll as a Blue Elect Plus POS or Blue Elect Plus HSA POS member, you have plenty of choices for where to get care.

Your primary care provider

Once you enroll, you can go to any physician or specialist without a referral. However, if you live in Michigan, you must first select a BCN-participating primary care provider to be your ongoing health care partner. He or she will help coordinate annual physicals, health screenings and immunizations. Your doctor may also coordinate specialty care, lab tests and hospitalization. Your primary care provider will be the best place to start for minor care, such as:

- Sore throat
- Cough
- Low-grade fever
- Earache
- Cold and flu symptoms

If you live outside Michigan, you don't need an assigned primary care provider. To receive your lower-cost, in-network benefits, you'll need to see a BlueCard[®] Traditional participating provider who's based outside Michigan.

Pros of primary care provider visits

- Get care from a doctor who knows you and your medical history.
- Get the medications you need.
- Avoid costly emergency room visits.
- Experience consistent care with your health care services.
- Receive support regarding important medical decisions.

A convenient way to search for a doctor in your network — before you enroll

Even if you're not yet a Blue Elect Plus POS member, or haven't activated your online member account, you can still search for a primary care provider in your plan's network. Go to bcbsm.com/find-a-doctor and select *Search without logging in*. You'll need to enter your ZIP code and select *Blue Care Network (HMO and POS plans)* under *Plans* before starting your search. Or, call BCN's Customer Service number on the back of your BCN member ID card.

If you live outside Michigan and not yet enrolled in a plan, you can also use the *Find a Doctor* tool to search for BlueCard[®] Traditional providers.



* Refer to your Certificate of Coverage and riders to see what's included when you travel or call Customer Service at the number on the back of your BCN member ID card for details.

When your primary care provider is unavailable, you have these other options for care

Primary care provider	24-Hour Nurse Line	Blue Cross Online Visits SM	Walk-in clinics	
			Retail health clinics	Urgent care centers
AVERAGE WAIT TIME FOR CARE 30 minutes	AVERAGE WAIT TIME FOR CARE 1 minute	AVERAGE WAIT TIME FOR CARE 5 minutes	AVERAGE WAIT TIME FOR CARE 30 to 60 minutes	
APPOINTMENT REQUIRED? Yes	APPOINTMENT REQUIRED? No	APPOINTMENT REQUIRED? No	APPOINTMENT REQUIRED? No	
AVAILABILITY In person, By phone, Virtually	AVAILABILITY By phone	AVAILABILITY Virtually	AVAILABILITY In person	
TREATMENT Start here when you want to talk with a doctor you know and trust. <ul style="list-style-type: none"> • High-quality, comprehensive care • Knows you and your medical history and coordinates all your care • Many primary care offices offer virtual care, same-day appointments, extended hours and other services 	TREATMENT When you have questions about an illness or injury, anytime day or night <ul style="list-style-type: none"> • No cost • Available by phone anytime, anywhere in the U.S. • Care provided by a registered nurse 	TREATMENT When you want to talk to a doctor or therapist virtually from your smartphone, tablet or computer <ul style="list-style-type: none"> • Video chat with a provider or therapist anywhere in the U.S. • Care provided by U.S. board-certified doctors, nurse practitioners or therapists • Send a visit summary to your primary doctor • Prescriptions, if needed, can be sent to a pharmacy you prefer 	TREATMENT For a quick, in-person evaluation to get minor health care and a prescription at one location <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 	TREATMENT When your symptoms are a little more complicated and you need convenient, in-person care <ul style="list-style-type: none"> • Evening and weekend hours • Convenient locations • May offer labs and X-rays • Care provided by U.S. board-certified doctors, nurses and nurse practitioners, depending on severity of symptoms
		Sign up for Blue Cross Online Visits: Mobile: BCBSM Online Visits app Web: bcbsmonlinevisits.com Phone: 1-844-606-1608 Add your Blue Care Network health care plan information so your benefits are applied correctly. Blue Cross Online Visits isn't included in all plans. Once you enroll in your plan, activate your online member account, or contact your benefit administrator, for more details.	Emergency room If you're experiencing a life-threatening condition, you should immediately call 911 or go to the nearest emergency room.	

To learn more about your choices for care when it's not an emergency, visit bcbsm.com/findcare.

This information isn't intended to be medical advice. In an emergency call 911 or go to an emergency room near you.

For language assistance, visit bcbsm.com/language. To view our nondiscrimination policy, visit bcbsm.com/nondiscrimination.