Blue Care Network of Michigan

A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association

Your options for finding care

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A simple cough typically doesn't require a trip to the emergency room. Luckily, as a Blue Care Network member, you have plenty of choices for where to get the care you need.

Your primary care physician

As an HMO member, you're required to select a primary care physician who will become your partner in health care. Your primary care physician will coordinate your care, including regular checkups, health screenings and immunizations. Specialty care, lab tests and hospitalization are also coordinated through your doctor.

In addition to regular checkups and screenings, your primary care physician is the best place to start for minor care. Your doctor will be able to provide the best treatment plan and prescribe medications as needed. If you're experiencing any of the following symptoms, schedule an appointment with your primary care physician:

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

Once you're a member, you can select your primary care physician by logging in to your member account at **bcbsm.com** or through our mobile app. You'll be able to search by ZIP code and view quality ratings.

After selecting your primary care physician, call their office to make sure that they're currently accepting new patients.

Pros of primary care physician visits:

- Receive quality care and avoid costly ER bills
- Get the medications you need
- Have a consistent experience with your health care services
- Care from a physician who knows you and your medical history
- Support regarding important medical decisions

24-Hour Nurse Line

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Average time: 12 minutes

It's hard to predict when something will happen – it could be 3 a.m. and your child wakes up with an earache, or you're experiencing a low-grade fever. What do you do?

If your primary care physician isn't available, you can speak with a registered nurse 24 hours a day, seven days a week by calling **1-855-624-5214**. Instead of waiting hours to receive care for minor symptoms at the emergency room, you can talk to a nurse who can help you assess your situation and determine the appropriate level of care.

Pros of 24-Hour Nurse Line:

- Convenient
- Get free medical advice and support for making health care decisions
- Access anywhere in U.S., 24/7

Blue Cross Online Visits℠

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Average time: 10 minutes

Depending on your coverage, Blue Cross Online Visits℠* is available to you 24 hours a day, seven days a week. It's as simple as using your smartphone, tablet or computer to speak with a doctor. There's no cost to sign up at **bcbsmonlinevisits.com** and no monthly fee.

Take advantage of this service when:

- Your primary care physician isn't available
- You can't leave home or your workplace
- You're on vacation or traveling for work
- You're looking for affordable after-hours care

Use Blue Cross Online Visits to meet face-to-face with:

- A doctor for minor illnesses such as a cold, flu or sore throat. Online medical visits are available 24 hours a day, seven days a week when your primary care physician isn't available.
- A therapist or psychiatrist to help you work through different challenges such as anxiety or grief. Online behavioral health visits* are available by appointment, including evenings and weekends.

Pros of online health care:

- Consult with a board-certified doctor through your computer or smartphone
- It's fast – the average visit takes less than 15 minutes
- Receive affordable care – $49 or less
- Access anywhere in the U.S., 24/7**
- Support regarding important medical decisions
- Prescriptions can be sent to local pharmacy, as needed

Sign up for Blue Cross Online Visits℠:

Mobile: Download the BCBSM Online Visits℠ app

Web: Go to **bcbsmonlinevisits.com**

Phone: Call 1-844-606-1608

Add your Blue Care Network health care plan information.

**Check with your employer to make sure that this service is available to you.*
***U.S. only. Online health care doesn't replace primary doctor relationships.*

Retail health clinics

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Average time: 30 minutes

Another choice for treating minor illnesses or injury when your primary care physician isn't available is a retail health clinic. Found at certain drug store chains or storefronts, these clinics are conveniently located and have evening and weekend hours.

We're growing our Michigan network and will continue to add locations, including clinics at other drug store chains and retail stores.

Pros of retail health clinics:

- Average time in a retail health clinic is 30 minutes versus 4 hours in the ER
- Receive affordable care – less expensive than an ER visit
- Access to care on a walk-in basis, after hours or during the weekend
- Support regarding nonemergency conditions, sports physicals or medications as needed

Urgent care centers

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Average time: 1-1.5 hours

When you need treatment for a minor health issue and can't get in to see your primary care physician right away, visit your local urgent care center. You'll be able to receive same-day testing and medications as needed.

Symptoms or conditions ranging from cold and flu, sprains and strains, minor burns, cuts or scrapes can typically be treated at an urgent care center.

Effective for immediate, non-emergency situations, local urgent care facilities typically have convenient hours, and walk-in appointments are generally available. In addition, treatment at an urgent care center has lower out-of-pocket costs than visiting an emergency room.

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

Emergency room

If you're experiencing a life-threatening condition, you should immediately call **911** or go to the nearest emergency room.