



MASSACHUSETTS

You have options

Quicker, Less Expensive Alternatives to the ER

You should always go to the nearest emergency room in a life-threatening situation. But in other cases, even for urgent injuries, you have other options that can save you time and money.

First, Talk to Your Primary Care Provider

Unless it's a true emergency, it's always best to call your doctor's office first, even after hours. He or she may want to see you or suggest alternatives to the emergency room. If the doctor's office is closed, there may be recorded after-hours care instructions or the option to speak with an on-call nurse or doctor who can provide advice based upon your medical history. After you call your doctor, in the absence of severe symptoms, consider the options below:

Option	What It Is	What They Can Help You With			Hours	Relative Cost	How to Find One
Blue Care LineSM	Speak with a nurse by phone. Explain your symptoms, and the nurse will help you decide what to do next.	Assessment for the treatment of: <ul style="list-style-type: none"> • Fever • Dizziness • Cuts • General discomfort 			24/7	No cost	Call the Blue Care Line at 1-888-247-BLUE (2583)
Telehealth	Real-time video visits with a doctor, when you have common conditions and it's difficult to get to the doctor's office.	<ul style="list-style-type: none"> • Back pain • Bronchitis • Cough • Diarrhea 	<ul style="list-style-type: none"> • Fever • Rashes • Respiratory infections • Sinus infections 	<ul style="list-style-type: none"> • Sore throat • Skin conditions • Urinary tract infections 	24/7 for medical care	\$\$	Visit bluecrossma.com/telehealth to learn more.
		Plus, some symptoms treated at limited service clinics and some symptoms treated at urgent care centers					
Limited Services Clinics¹	Clinics located within your local pharmacy that treat simple medical concerns that don't need the emergency room.	<ul style="list-style-type: none"> • Colds & flu • Contraceptive care • Earache • Diarrhea • Gout 	<ul style="list-style-type: none"> • Headache • Heartburn • Indigestion • Joint pain • Nausea • Pinkeye 	<ul style="list-style-type: none"> • Sore throat • Strains & sprains • Yeast infection • Vomiting 	Days, evenings, weekends	\$\$	In Massachusetts: Go to bluecrossma.com/findadoctor <ul style="list-style-type: none"> • Select Medical Facility • Click on the Specialty tab • Select Clinics, Limited Services or Urgent Care Center
Urgent Care Centers²	Local clinics that treat conditions that aren't life-threatening but require immediate treatment.	<ul style="list-style-type: none"> • Broken bones • Digital X-rays • Drug tests • EKG test 	<ul style="list-style-type: none"> • Lab tests • Minor burns or injuries • PPD/TB skin tests • Pregnancy test • Short-term (acute) illness 	<ul style="list-style-type: none"> • Splints • Stitches • Sports & school physicals • Shots & vaccines 	Days, evenings, weekends	\$\$\$	<ul style="list-style-type: none"> • Outside of Massachusetts: Members can either: <ul style="list-style-type: none"> » Type the name of the urgent care center or limited clinic in the global search box » Click the Urgent Care Centers tile for a guided search option. <p>Results will be based on the location searched and present providers that participate with the member's plan.</p>
		Plus, symptoms treated at limited services clinics					

continued

Emergency Room	Full hospital service for severe symptoms that could seriously jeopardize your health or the health of another (including an unborn child).	<ul style="list-style-type: none"> • Possible heart attack • Stroke • Poisoning • Loss of consciousness 	24/7	\$\$\$\$\$\$	<ul style="list-style-type: none"> • Call 911 or go to your nearest hospital
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1. Example: CVS Minute Clinic®

2. Examples: CareWell® Urgent Care, Doctors Express®, and Health Express

Notes About Limited Services Clinics and Urgent Care Centers:

- If your doctor's office does not offer urgent care as part of their practice, make sure to check Find a Doctor regularly, as new limited services clinics and urgent care centers are always being added. If you're logged into MyBlue, your network will display automatically. If you're using our public Find a Doctor site, be sure to verify the name of your plan, found on your Blue Cross ID card, and click the Which Network Should I Choose? link for additional help.
- Verify that your health plan covers care at the location you choose.
- If you're outside of Massachusetts, use our Find a Doctor and Estimate Costs tool, or call Member Service at the number on the front of your Blue Cross ID card to confirm if the clinic is in our network or if you need a referral.

Telehealth: A Convenient New Benefit

Using your computer, smartphone, or tablet, you can access Telehealth video visits to speak with a doctor anytime you need care, including after business hours and on weekends.

- Your Telehealth doctor can review your medical and behavioral health history, answer questions, and diagnose, treat, and prescribe medication.
- Check our Find a Doctor and Estimate Costs tool to find a doctor who offers Telehealth services or visit blucrossma.com/telehealth to learn more about this benefit.
- To see if you have Telehealth coverage, log into MyBlue or call Member Service at the number on your ID card for more information.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID Card (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: **711**).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: **711**).



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