A simple cough typically doesn’t require a trip to the emergency room. That’s why a Blue Care Network plan gives you multiple choices for where to get the care you need.

Your primary care provider
As a BCN member, you’re required to select a primary care provider who will become your partner in health care. Your primary care provider 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 provider 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 provider:

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

**Pros of primary care provider 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 doctor who knows you and your medical history
- Support regarding important medical decisions

*Talk with your doctor first. Many primary care doctors are now offering virtual visits online or by telephone, so ask yours if he or she provides this service.
Primary Care Provider

Average wait time for care: 30 minutes

Appointment required? Yes
Availability In person, Virtually
Treatment Start here when you want to talk with a doctor you know and trust
- 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

24-Hour Nurse Line

Appointment required? No
Availability By phone
Treatment When you have questions about an illness or injury, anytime day or night
- No cost
- Available by phone anytime, anywhere in the U.S.
- Care provided by a registered nurse

Blue Cross Online Visits℠

Appointment required? Not for a medical provider
Availability Virtually
Treatment When you want to talk to a doctor or therapist virtually from your smartphone, tablet or computer
- Video chat 24/7 with a provider anywhere in the U.S.
- Schedule a therapy session at your convenience
- Send a visit summary to your primary doctor
- Care provided by U.S. board-certified doctors, nurse practitioners or therapists
- Prescriptions, if needed, can be sent to a pharmacy you prefer

Walk-in clinics

Average wait time: 30 to 60 minutes

Appointment required? No
Availability In person
Retail health clinic treatment For a quick, in-person evaluation to get minor health care and a prescription at one location
- Evening and weekend hours
- Convenient locations
- May offer labs and X-rays
- Care provided by physician assistants and certified nurse practitioners, overseen by U.S. board-certified doctors

Urgent care centers treatment When your symptoms are a little more complicated and you need convenient, in-person care
- Evening and weekend hours
- Convenient locations
- Many urgent care centers may offer labs and X-rays
- Care provided by U.S. board-certified doctors, nurses and nurse practitioners, depending on severity of symptoms

Emergency room

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

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.

This information isn’t intended to be medical advice. In an emergency call 911 or go to an emergency room near you. Not all services are covered by all plans. Log in to your member account to see what your plan covers. For language assistance, visit bcbsm.com/language. To view our nondiscrimination policy, visit bcbsm.com/nondiscrimination.
To learn more about your choices for care when it’s not an emergency, visit bcbsm.com/findcare.