When it’s not an emergency, you have choices for when and where to get health care.

Whether you need advice or want immediate care, Blue Cross and Blue Care Network are here for you. With your Blue Cross or Blue Care Network health care plan, you also have choices for behavioral and mental health care.

**Always Start Here**

- **Primary Care Provider**
  Comprehensive, personalized care from a trusted provider, virtually or in person — the first choice for care.

- **24-Hour Nurse Line**
  Free medical advice from a registered nurse from the comfort of home or on the go — anytime of day or night.

- **Virtual Care (Previously Blue Cross Online VisitsSM)**
  Virtual visits 24/7 with U.S. board-certified doctors anywhere in the U.S. Mental health is also available by appointment.

- **Walk-In Clinics**
  In-person care after hours or on weekends, without an appointment. Retail health clinics and urgent care centers are conveniently located near your home, school and work.

These convenient options for care can be used for:

- 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
- Sore throat and cough
- Sprains and strains

Behavioral and mental health care are important. With your Blue Cross or Blue Care Network health care plan, you also have choices for behavioral and mental health care.

Learn more at [BCBSM.COM/FINDCARE](http://BCBSM.COM/FINDCARE)
<table>
<thead>
<tr>
<th>PRIMARY CARE PROVIDER</th>
<th>24-HOUR NURSE LINE</th>
<th>VIRTUAL CARE</th>
<th>WALK-IN CLINICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>$0</td>
<td>$</td>
<td>$-$-$</td>
</tr>
<tr>
<td>AVERAGE WAIT TIME FOR CARE</td>
<td>30 minutes</td>
<td>AVERAGE WAIT TIME FOR CARE</td>
<td>1 minute</td>
</tr>
<tr>
<td>APPOINTMENT REQUIRED?</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>AVAILABLITY</td>
<td>In person</td>
<td>By phone</td>
<td>Virtually</td>
</tr>
<tr>
<td>TREATMENT</td>
<td>Start here when you want to talk with a doctor you know and trust</td>
<td>When you have questions about an illness or injury, anytime day or night</td>
<td>When you want to talk to a doctor or therapist virtually from your mobile device or telephone</td>
</tr>
</tbody>
</table>

- 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
- You may have Virtual Primary Care through Teladoc Health® (for our Blue Cross PPO members*)
- No cost
- Available by phone anytime, anywhere in the U.S.
- Care provided by a registered nurse
- Video chat 24/7 with a provider or therapist anywhere in the U.S.
- Send a visit summary to your primary doctor
- Care provided by U.S. board-certified doctors and therapists
- Prescriptions, if needed, can be sent to a pharmacy you prefer
- Evening and weekend hours
- Convenient locations
- Care provided by physician assistants and certified nurse practitioners, overseen by a U.S. board-certified doctor
- 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

Remember to coordinate all your care with your primary care provider. Follow up with him or her after receiving care elsewhere.

LEARN ABOUT CARE THAT’S ALWAYS THERE AT 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. 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.

Teladoc Health® is an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network. Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.