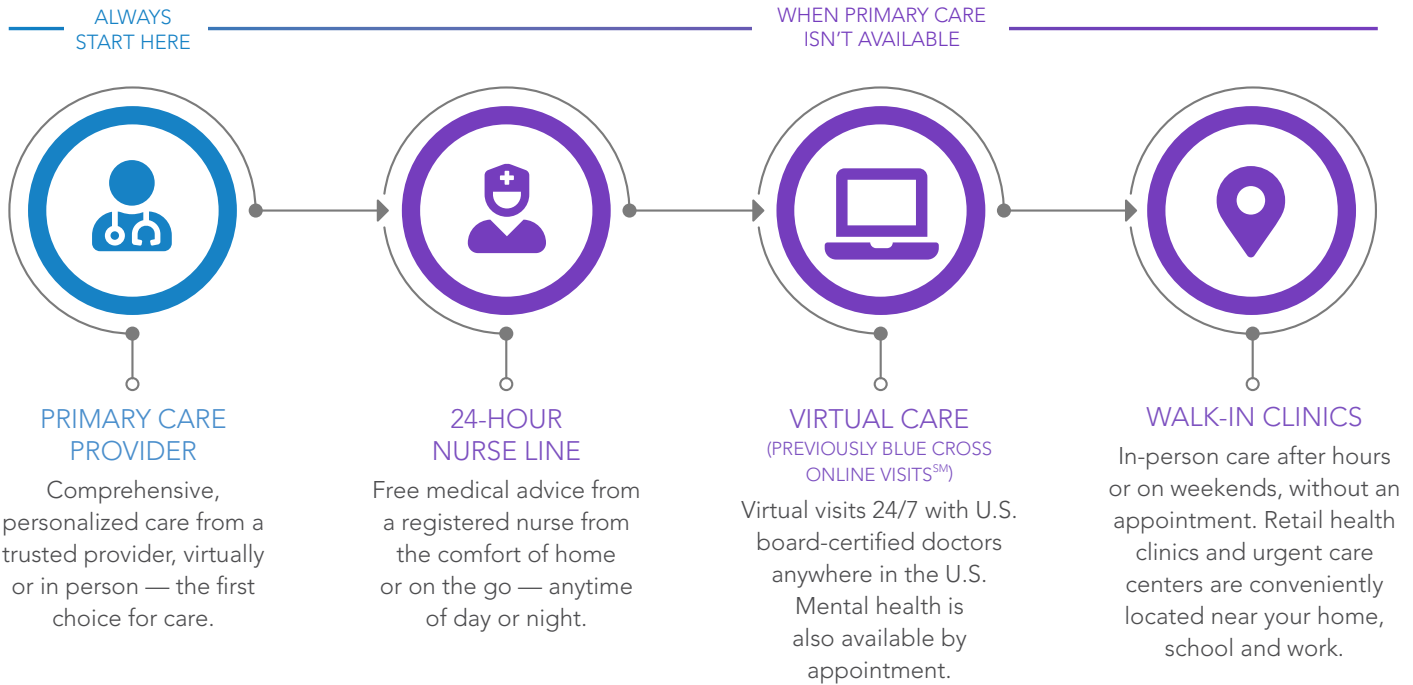




# Care that's always there

WHEN IT'S NOT AN EMERGENCY, YOU HAVE CHOICES FOR WHEN AND WHERE TO GET HEALTH CARE.



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](https://www.bcbsm.com/findcare)

# Your choices for care

PRIMARY CARE PROVIDER	24-HOUR NURSE LINE	VIRTUAL CARE	WALK-IN CLINICS	
			RETAIL HEALTH CLINIC	URGENT CARE CENTERS
\$	\$0	\$	\$\$\$	
<b>AVERAGE WAIT TIME FOR CARE</b> 30 minutes	<b>AVERAGE WAIT TIME FOR CARE</b> 1 minute	<b>AVERAGE WAIT TIME FOR CARE</b> 10 minutes	<b>AVERAGE WAIT TIME FOR CARE</b> 30 to 60 minutes	
<b>APPOINTMENT REQUIRED?</b> Yes	<b>APPOINTMENT REQUIRED?</b> No	<b>APPOINTMENT REQUIRED?</b> No	<b>APPOINTMENT REQUIRED?</b> No	
<b>AVAILABILITY</b> In person By phone Virtually	<b>AVAILABILITY</b> By phone	<b>AVAILABILITY</b> Virtually through the Teladoc Health® app	<b>AVAILABILITY</b> In person	
<b>TREATMENT</b> Start here when you want to talk with a doctor you know and trust	<b>TREATMENT</b> When you have questions about an illness or injury, anytime day or night	<b>TREATMENT</b> When you want to talk to a doctor or therapist virtually from your mobile device or telephone	<b>TREATMENT</b> For a quick, in-person evaluation to get minor health care and a prescription at one location	<b>TREATMENT</b> When your symptoms are a little more complicated and you need convenient, in-person care
<ul style="list-style-type: none"> <li>• High-quality, comprehensive care</li> <li>• Knows you and your medical history and coordinates all your care</li> <li>• Many primary care offices offer virtual care, same-day appointments, extended hours and other services</li> <li>• You may have Virtual Primary Care through Teladoc Health® (for our Blue Cross PPO members*)</li> </ul>	<ul style="list-style-type: none"> <li>• No cost</li> <li>• Available by phone anytime, anywhere in the U.S.</li> <li>• Care provided by a registered nurse</li> </ul>	<ul style="list-style-type: none"> <li>• Video chat 24/7 with a provider or therapist anywhere in the U.S.</li> <li>• Send a visit summary to your primary doctor</li> <li>• Care provided by U.S. board-certified doctors and therapists</li> <li>• Prescriptions, if needed, can be sent to a pharmacy you prefer</li> </ul>	<ul style="list-style-type: none"> <li>• Evening and weekend hours</li> <li>• Convenient locations</li> <li>• Care provided by physician assistants and certified nurse practitioners, overseen by a U.S. board-certified doctor</li> </ul>	<ul style="list-style-type: none"> <li>• Evening and weekend hours</li> <li>• Convenient locations</li> <li>• May offer labs and X-rays</li> <li>• Care provided by U.S. board-certified doctors, nurses and nurse practitioners, depending on severity of symptoms</li> </ul>

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](https://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](https://bcbsm.com/language). To view our nondiscrimination policy, visit [bcbsm.com/nondiscrimination](https://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.