



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
<b>Blue Care Line<sup>SM</sup></b>	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"> <li>• Fever</li> <li>• Dizziness</li> <li>• Cuts</li> <li>• General discomfort</li> </ul>	24/7	No cost	Call the Blue Care Line at <b>1-888-247-BLUE (2583)</b>
<b>Telehealth</b>	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"> <li>• Back pain</li> <li>• Bronchitis</li> <li>• Cough</li> <li>• Diarrhea</li> </ul> <ul style="list-style-type: none"> <li>• Fever</li> <li>• Rashes</li> <li>• Respiratory infections</li> <li>• Sinus infections</li> </ul> <ul style="list-style-type: none"> <li>• Sore throat</li> <li>• Skin conditions</li> <li>• Urinary tract infections</li> </ul>	24/7 for medical care	\$\$	Visit <a href="http://bluecrossma.com/telehealth">bluecrossma.com/telehealth</a> to learn more.
		Plus, some symptoms treated at limited service clinics and some symptoms treated at urgent care centers			
<b>Limited Services Clinics<sup>1</sup></b>	Clinics located within your local pharmacy that treat simple medical concerns that don't need the emergency room.	<ul style="list-style-type: none"> <li>• Colds &amp; flu</li> <li>• Contraceptive care</li> <li>• Earache</li> <li>• Diarrhea</li> <li>• Gout</li> </ul> <ul style="list-style-type: none"> <li>• Headache</li> <li>• Heartburn</li> <li>• Indigestion</li> <li>• Joint pain</li> <li>• Nausea</li> <li>• Pinkeye</li> </ul> <ul style="list-style-type: none"> <li>• Sore throat</li> <li>• Strains &amp; sprains</li> <li>• Yeast infection</li> <li>• Vomiting</li> </ul>	Days, evenings, weekends	\$\$	In Massachusetts: Go to <a href="http://findadoctor.bluecrossma.com/">findadoctor.bluecrossma.com/</a> <ul style="list-style-type: none"> <li>• Select Medical Facility</li> <li>• Click on the Specialty tab</li> <li>• Select Clinics, Limited Services or Urgent Care Center</li> </ul>
<b>Urgent Care Centers<sup>2</sup></b>	Local clinics that treat conditions that aren't life-threatening but require immediate treatment.	<ul style="list-style-type: none"> <li>• Broken bones</li> <li>• Digital X-rays</li> <li>• Drug tests</li> <li>• EKG test</li> </ul> <ul style="list-style-type: none"> <li>• Lab tests</li> <li>• Minor burns or injuries</li> <li>• PPD/TB skin tests</li> <li>• Pregnancy test</li> <li>• Short-term (acute) illness</li> </ul> <ul style="list-style-type: none"> <li>• Splints</li> <li>• Stitches</li> <li>• Sports &amp; school physicals</li> <li>• Shots &amp; vaccines</li> </ul>	Days, evenings, weekends	\$\$\$	<ul style="list-style-type: none"> <li>• Outside Massachusetts: Visit <a href="http://findadoctor.bluecrossma.com/">findadoctor.bluecrossma.com/</a></li> <li>• Follow steps above</li> <li>• Enter location</li> </ul>
		Plus, symptoms treated at limited services clinics			

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<b>Emergency Room</b>	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"> <li>• Possible heart attack</li> <li>• Stroke</li> <li>• Poisoning</li> <li>• Loss of consciousness</li> </ul>	24/7	\$\$\$\$\$\$	<ul style="list-style-type: none"> <li>• Call <b>911</b> or go to your nearest hospital</li> </ul>
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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 Member Central, 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, 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.
- To see if you have Telehealth coverage, log into Member Central or call Member Service at the number on your ID card for more information.