



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 findadoctor.bluecrossma.com/ <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 Massachusetts: Visit findadoctor.bluecrossma.com/ • Follow steps above • Enter location
		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 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.

Some Convenient Blue Cross Blue Shield Urgent Care Centers

Brockton Area

Health Express LLC
170 Bedford St
Abington, MA 02351
1-781-626-5700

Care Central Urgent Care
286 Washington St
Stoughton, MA 02072
1-781-341-2800

Carecentral Urgent Care
682 Depot St
North Easton, MA 02356
1-781-341-2800

Chelmsford Area

Circle Health Urgent Care
198 Littleton Rd
Westford, MA 01886
1-978-323-0302

Carewell Urgent Care Centers of MA
345 Main St
Tewksbury, MA 01876
1-978-851-4683

Carewell Urgent Care Centers of MA
510 Boston Rd
Billerica, MA 01821
1-978-362-2443

Charlestown Area

Carewell Urgent Care
349 Broadway
Somerville, MA 02145
1-617-302-4194

Carewell Urgent Care Center of MA
1400 Cambridge St
Cambridge, MA 02139
1-617-714-4534

Doctors Express
219 Centre St
Malden, MA 02148
1-781-322-7300

Freetown Area

DRX UCC New Bedford PC
119 Coggeshall
New Bedford, MA 02746
1-508-990-1900

Southcoast Physicians Group
208 Mill Rd
Fairhaven, MA 02719
1-855-319-0518

Trumed
528 Newton St
Fall River, MA 02721
1-508-675-1522

Some Convenient Blue Cross Blue Shield Urgent Care Centers

Hyannis Area

Mid Cape Medical Center
489 Bearses Way
Hyannis, MA 02601
1-508-771-4095

Carewell Urgent Care Centers of MA
484 Route 134
South Dennis, MA 02660
1-508-694-7901

Worcester Area

Carewell Urgent Care Center of MA PC
344 Greenwood St
Worcester, MA 01702
1-617-302-4194

Carewell Urgent Care Centers of MA
500 Lincoln St
Worcester, MA 01605
1-617-302-4194

Doctor's Express
117A Stafford St
Worcester, MA 01603
1-508-755-4010

Norwood Area

Dedham Medical Assoc Urgent Care Center
1177 Providence Highway
Norwood, MA 02062
1-78-329-1400

Norwood Urgent Care
1210 Boston Providence Turnpike
Norwood, MA 02062
1-781-255-0500

Steward Medical Group Express Care
1345 Boston Providence Turnpike
Norwood, MA 02062
1-781-280-1683

Doctors Express
370 Providence Highway
Dedham, MA 02026
1-781-836-8817