

# Where's the best place to get care?

Use this guide when you're sick and need care but aren't sure where to go.

## Do you need emergency care?



If you have a life-threatening medical emergency call 911 or go to the nearest emergency room right away.

Cost: \$\$\$\$

## For non-emergency care, you have more options.



### Telehealth Care

**Nurseline\*** is a free 24/7 service that lets you talk to a registered nurse about common medical conditions and treatment options. They can help you decide the next best steps for your care. Just call **1-800-818-8581**.

**Teladoc Health\*** lets you talk with board-certified doctors 24/7 by phone or secure video chat. Teladoc Health doctors can help you treat common non-emergency conditions and even send prescriptions to your pharmacy. To use it, go to **bcbst.com/Teladoc** or call **1-800-TELADOC (1-800-835-2362)**.

\*Not all plans include these benefits. Check your evidence of coverage in your **bcbst.com** account or call the member service number on the back of your Member ID card to see if your plan does.

Cost: \$  
or Free



### Primary Care Provider

Your PCP is usually your best choice for checkups and routine care. They get to know you, your health history and your health care goals, and can be your partner in long-term health. Call your provider for an appointment. If you don't have a PCP, call us and we can help you find one.

Cost: \$



### Urgent Care or Convenient Care

These options are for when you need care right away, but your primary care provider (PCP) isn't available.

Cost: \$\$

