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

ALWAYS START HERE

• Primary care provider
  Comprehensive, personalized care from a trusted provider, virtually or in person — the first choice for care

WHEN PRIMARY CARE ISN'T AVAILABLE

• 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

• Blue Cross Online Visits™
  Virtual visits 24/7 with U.S. board-certified doctors and nurse practitioners, anywhere in the U.S. Behavioral health is also available.

• 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
<table>
<thead>
<tr>
<th>PRIMARY CARE PROVIDER</th>
<th>24-HOUR NURSE LINE</th>
<th>BLUE CROSS ONLINE VISITS®</th>
<th>WALK-IN CLINICS</th>
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<tr>
<td>AVERAGE WAIT TIME FOR CARE</td>
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<td>30 minutes</td>
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<td>5 minutes</td>
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<td>Yes</td>
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<td>AVAILABILITY</td>
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<td>In person</td>
<td>By phone</td>
<td>Virtually</td>
<td>In person</td>
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<td>TREATMENT</td>
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<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>For a quick, in-person evaluation to get minor health care and a prescription at one location</td>
<td>When your symptoms are a little more complicated and you need convenient, in-person care</td>
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</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
- 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, nurse practitioners or 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.

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