



MASSACHUSETTS

# THE CARE YOU NEED. WHENEVER AND WHEREVER.

Because guidance and advice should happen round the clock.

Learn more about your medical care options to save you time and money at [bluecrossma.org](https://bluecrossma.org).



You have more ways than ever to get expert medical opinions and advice.  
Right when you need them.



24/7 NURSE  
LINE



VIDEO DOCTOR  
VISIT



DOCTOR'S  
OFFICE



LIMITED SERVICE  
CLINICS



URGENT  
CARE

**Learn More**

Visit [bluecrossma.org](https://bluecrossma.org) to review your medical care options.



### 24/7 NURSE LINE

When you're uncertain if your symptoms are serious or if an injury needs immediate care, get a nurse's advice 24/7, even on holidays. And get answers at no additional cost to you. Speak to a registered nurse. Call 1-888-247-BLUE (2583).

Cost:

Time:

Severity:

**Best for:** advice on when to seek care or questions about your symptoms, or whether they might be serious.



### VIDEO DOCTOR VISIT

See a licensed doctor online in real time, without leaving home. Doctors on call on your device visit [wellconnection.com](http://wellconnection.com).

Cost:

Time:

Severity:

**Best for:** colds, minor cuts, cough, wheezing, sore throat, headache or migraine, mild allergies, fever, skin rash, anxiety, depression.



### DOCTOR'S OFFICE

Go to your doctor's office for scheduled checkups and for urgent health concerns that occur during office hours. Use Find a Doctor & Estimate Costs at [bluecrossma.org](http://bluecrossma.org).

Cost:

Time:

Severity:

**Best for:** asthma, minor burns, nausea, urination problems, back pain, minor injuries, suspected flu, sinus infection, behavioral health, conjunctivitis or other eye irritation.



### LIMITED SERVICE CLINICS

Go to a nearby clinic located within your local pharmacy for simple medical concerns.

Cost:

Time:

Severity:

**Best for:** Cold and flu, bronchitis, sinus and respiratory infections, sore throat, diarrhea, gout, strep throat, urinary tract infections, pinkeye, hypertension, migraines, pneumonia.



### URGENT CARE

Go to a nearby urgent care center when you need immediate, in-person help for a non-life-threatening problem and you can't see your doctor.

Cost:

Time:

Severity:

**Best for:** joint/muscle pain or injuries, nausea or diarrhea, respiratory issues, bites, cuts, concussion screening, stitches, asthma attack, X-rays, and suspected strep throat or bronchitis.

**Always go to the nearest emergency room, or call 911 when you're facing a life-threatening situation or think you could put your health in danger by delaying care.**

**The information in this document doesn't replace the advice of a health care provider. You should speak to your provider about any specific health concerns.**

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).