

# Sometimes you can't wait for a doctor's visit. **So many options for care:**

From routine checkups to emergencies and everything in between, Blue Shield of California gives you access to a quality network of healthcare providers. Here's how to find the most cost-effective care, when you need it, where you need it.



 These providers available to all members

 These providers available to PPO members

Go to [blueshieldca.com/care](https://www.blueshieldca.com/care) to see all your care options in one place.

 **911** If you are experiencing an emergency, call **911** immediately.

# Get the care you need

As a Blue Shield member, you have many different care options available to you.\*

## Providers available to all Blue Shield members:

Provider	Best for	Available	More info
<b>NurseHelp 24/7</b>	Around the clock, non-emergency health advice over the phone. <b>Can be used for:</b> Minor illnesses and injuries, chronic conditions, medical tests, questions on medications or preventive care.	24/7	Call <b>(877) 304-0504</b> or visit <b>blueshieldca.com/nursehelp</b> .
<b>Teladoc</b>	When it's a non-emergency and you need a doctor. When you're away from home or when your primary care provider is not available. <b>Can be used for:</b> Respiratory infections, colds, sinus infections, allergies, rashes, skin problems, abdominal pains/cramps, joint pain and many others.	24/7	Call <b>(800) 835-2362</b> or visit <b>teladoc.com/bsc</b> .
<b>Primary care physician (PCP)</b>	Your main healthcare provider to treat common medical conditions and provide preventive care and referrals to a specialist if needed. <b>Can be used for:</b> Annual checkups, physical exams, common illnesses and injuries.	Varies (check with your PCP's office)	Visit <b>blueshieldca.com/fad</b> .
<b>Urgent care†</b>	When your doctor is not available and in-person, non-emergency care is needed. <b>Can be used for:</b> Respiratory infections, colds, infections, allergies, sprains, minor cuts and scrapes, nausea, vomiting and diarrhea. Walk-in appointments.	Typically extended hours (check with your local provider)	Visit <b>blueshieldca.com/fad</b> .
<b>BlueCard</b>	Urgent and emergency care services while traveling. <b>Can be used for:</b> Urgent and emergency care outside of California and overseas.	Varies by provider	If within the United States, call <b>(800) 810-BLUE</b> or visit <b>provider.bcbs.com</b> . If overseas, call <b>(804) 673-1177</b> or visit <b>bcbsglobalcore.com</b> .
<b>Emergency room</b>	Life-threatening emergencies. <b>Should be used for:</b> Any life-threatening or disabling condition or injury.	Typically 24/7 (check with your local ER)	Call <b>911</b> or go immediately to the nearest ER.

## Providers available to Blue Shield PPO members only:

Provider	Best for	Available	More info
<b>CVS MinuteClinic</b>	Non-emergency conditions. <b>Can be used for:</b> Immunizations, allergies, infections, coughs, flu-like symptoms.	Every day, including evenings and weekends	Visit <b>www.minuteclinic.com</b> for locations.
<b>Heal</b>	Non-emergency care when you can't travel to a facility and need a doctor to come to you. <b>Can be used for:</b> Urgent care, primary care, preventive care, flu shots and screenings.	By appointment in select urban areas	Call <b>(844) 644-4325</b> or visit <b>www.getheal.com</b> .
<b>Virtual Care</b>	High-quality specialist care without having to travel far away to appointments. <b>Can be used for:</b> Specialist care and services.	At Adventist Health clinic locations	Contact the Virtual Care Coordination Center at <b>(866) 832-8218</b> .

\* For more information and details on benefits or covered services, please refer to your Evidence of Coverage (EOC) or call the customer service number that appears on your Blue Shield member ID card.

† Before HMO members visit an urgent care center, you may be required to call your doctor's office each time you seek care. HMOs may require your doctor's office to provide authorization before you go to the urgent care center. HMO members must receive care at an urgent care center that is affiliated with their doctor's medical group or IPA, or the HMO plan may not cover the services received.

Teladoc, Heal and Adventist Health are independent entities that administrate services on behalf of Blue Shield of California.

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