



| Your Primary Care Provider | Urgent/Convenient Care | The ER |
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| Why go here? | | |
| <p>For routine, non-emergency care, try your primary care provider (PCP) first. Your PCP knows you and your medical history best.</p> | <p>When your PCP isn't available, but it's not an emergency. Urgent/Convenient care facilities are usually open even when your PCP isn't.</p> | <p>You need care right away for a medical emergency or life-threatening health condition.</p> |
| What should you go here for? | | |
| <ul style="list-style-type: none"> • Routine, scheduled care & checkups • Preventive care • Minor, non-emergency problems | <ul style="list-style-type: none"> • Minor aches and pains • Sore throat • Cold or flu • Small cuts and bruises • Rashes | <ul style="list-style-type: none"> • Shortness of breath: Can't talk • Strong chest or stomach pain that doesn't go away • Not being able to move a leg or an arm • Seizures or loss of consciousness • A bad cut, broken bone or burn • Bleeding that can't be stopped • A drug overdose |
| Do I need an appointment? | | |
| Yes | No | No |
| How long is the wait? | | |
| <p>If you have an appointment, your PCP should be able to see you quickly.</p> | <p>Longer than your PCP, but not as long as an ER (for non-emergency care).</p> | <p>ERs treat the sickest patients first, so if you don't have an emergency, you may have a long wait.</p> |
| Cost: \$ | Cost: \$\$ | Cost: \$\$\$ |

We're Here to Help

It's easy to find a PCP, urgent care clinic or ER in your network. Just use our Find Care tool at **bcbst.com/findadoctor**. Or give us a call at the number on the back of your Member ID card. We're here to help from 8 a.m. to 6 p.m. ET Monday through Friday.

PhysicianNow® Powered by MDLIVE

Get Care Anywhere, Anytime

PhysicianNow is a convenient way to speak with a board-certified doctor about non-emergency health conditions from your home, office or while traveling. Doctors are available 24/7 and even on holidays over the phone or using video chat on your computer or mobile device. PhysicianNow doctors can even write you a prescription and some types of refills. You'll have a normal copay to pay, like any doctor appointment.

Call **1-888-283-6691** or visit **bcbst.com/member, log in to BlueAccess** and click on **Talk With a Doctor Now**.

Nurseline

Speak to a Nurse at no Charge

Not sure what to do about a fever, pain or other symptom? Need help making a treatment choice? Call Nurseline for free health advice anytime, day or night.

Call **1-800-818-8581** and choose Nurseline.

BlueCross BlueShield of Tennessee

1 Cameron Hill Circle | Chattanooga, TN 37402 | bcbst.com

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For TDD/TTY help call 1-800-848-0298.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-565-9140 (TTY: 1-800-848-0298).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بلامجان. اتصل برقم 1-800-565-9140 (رقم هاتف الصم والبكم: 1-800-848-0298)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-565-9140 (TTY:1-800-848-0298)。

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