



MASSACHUSETTS

THE CARE YOU NEED. WHENEVER AND WHEREVER.

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 to review your medical care options.

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.

KNOWING YOUR OPTIONS FOR CARE COULD SAVE YOUR TIME AND MONEY



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. 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

Get convenient medical and mental health care from licensed doctors, therapists, and psychologists using your favorite device. Sign in to the MyBlue app or visit bluecrossma.org, and click Well Connection.

Cost:

Time:

Severity:

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



DOCTOR'S OFFICE

Visit your doctor for scheduled checkups and urgent health concerns that occur during office hours.

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

Found in local pharmacies, you can visit a limited service clinic 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.

Find a Provider

To find a doctor, hospital, limited service clinic, or urgent care center near you, sign in to MyBlue at bluecrossma.org and go to **Find a Doctor & Estimate Costs**.

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).