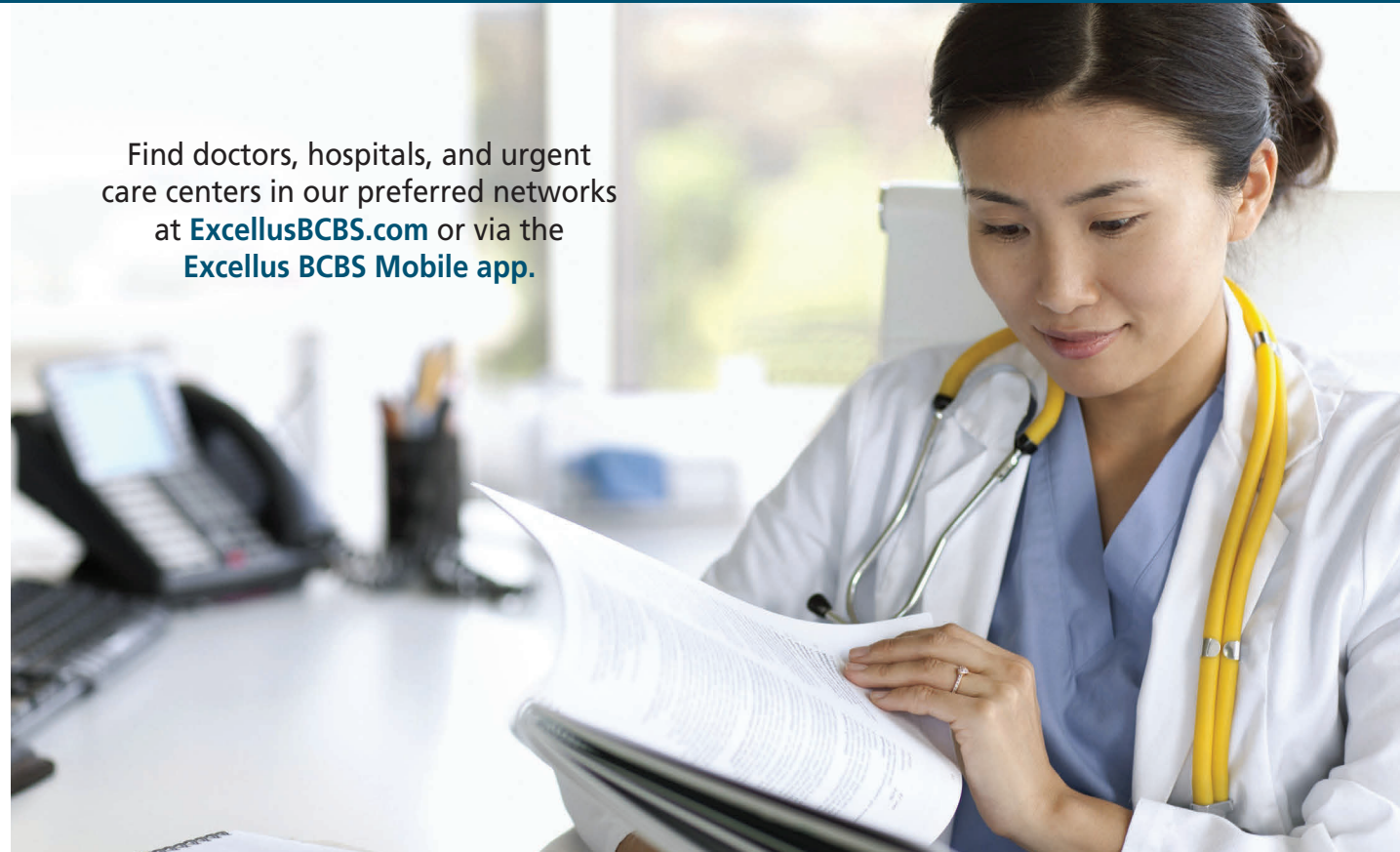


WHEN TO GO TO AN URGENT CARE CENTER

You need care now,
what should you do?

Find doctors, hospitals, and urgent care centers in our preferred networks at [ExcellusBCBS.com](https://www.excellusbcbs.com) or via the [Excellus BCBS Mobile app](#).



The information contained in this brochure is not to provide medical advice or to take the place of medical care. Any questions you have should be brought to the attention of your health care provider.

A nonprofit independent licensee of the Blue Cross Blue Shield Association

Our Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-547-7710 (TTY: 1-800-662-1220).

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 1-855-547-7710 (TTY: 1-800-662-1220)。



Ask your **DOCTOR** at your next visit about how to respond to **MEDICAL PROBLEMS.**



NEED CARE TODAY: Call your Primary Care Provider

Your primary care provider knows your medical history and can advise you on the best treatment options on:

- How to care for the problem on your own
- If you should make an appointment for an office visit
- If you should go to an urgent care center
- If you should go to the emergency room

Call your primary care provider office; if it's after hours, leave a message with the answering service for the on-call doctor.



MDLIVE

With MDLIVE, you can access a doctor from your home, office, or on the go 24/7/365. Our Board Certified doctors can visit with you either by phone or secure video to help treat any non-emergency medical conditions. Our doctors can diagnose your symptoms, prescribe medication, and send prescriptions to your pharmacy of choice.

You can easily sign up and activate your account by using one of the following methods:

Go online and visit: <https://mdlive.com>

Call our toll free number: **866-692-5045**

Download our Mobile App, available on the iTunes store and Google Play.



ADVICE: Contact the 24-Hour Nurse Call Line

You can contact a nurse by phone-24 hours a day, seven days a week! Our specially trained registered nurses can provide support and education for members with chronic or complex health conditions or answers to more general health questions.

- Available 24 hours a day, 7 days a week
- Assistance with finding providers
- Referrals, as appropriate, into the larger Care Management programs for enhanced support by a dedicated care manager.

Call 1-800-348-9786 (TTY: 1-800-662-1220)



WANT CARE QUICKLY: Urgent Care Centers

Urgent care centers are for treatment of non-life-threatening illness or injury that requires immediate care such as:

- Ear infections
- Broken bones, strains and sprains

Urgent care centers are not intended for:

- Routine care provided by your own health care provider
- Life-threatening illness or injury that requires an emergency room visit.

To find an urgent care center visit ExcellusBCBS.com.



EMERGENCY **CARE NOW:** 911 or Nearest ER

Emergency rooms are for life-threatening illness or injury (chest pain, signs of stroke, difficulty breathing/moving).

Immediately call 911 or go to the nearest emergency room if your health is in jeopardy.



PERSONALIZED CARE: Care Management

Your Dedicated Team: Health care professionals are available to help you navigate through your stages of health. Your team includes registered nurse care managers, registered dietitians, behavioral health specialists, social workers, respiratory therapists, and pharmacists.

Coordinated care when you need it most:

You will find easy access to programs that provide helpful information to assist you in understanding and managing your chronic or complex condition, staying as healthy and well as you can.

We are there for you!

Contact an experienced care manager at:
1-877-222-1240 (TTY: 1-800-662-1220)

Hours 8:30 AM to 4:30 PM Monday – Friday.

For assistance in managing a behavioral health condition, call **1-800-277-2198 (TTY: 1-800-662-1220)**.