

Care when you need it, where you need it

With your Blue Shield of California health plan, you have many ways to access care.

Start here



Your primary care physician (PCP) \$\$\$

The best place to start when you need care is with your PCP, your main healthcare provider for routine medical needs.

Virtual care

You can also get expert advice without leaving home or having to travel to a faraway location.



NurseHelp 24/7SM \$0

Immediate, non-emergency health advice anytime, anywhere from registered nurses by phone or chat at no extra cost



Virtual Care \$\$\$

Specialist care and services through videoconferencing at Adventist Health locations **(for PPO members only)**



Teladoc \$\$\$

Doctors available 24/7 by phone or video to treat non-emergency issues and prescribe drugs as needed

In-person care

If your PCP is not available you can see a healthcare provider, – whether at or near home, or away.



Urgent care¹ \$\$\$

Walk-in non-emergency care



HealTM \$\$\$

On-demand doctor house calls to your home, work, or hotel **(for PPO, Trio, and Tandem members)**



BlueCard[®] Program and Blue Shield Global Core \$\$\$

Covered services and urgent and emergency care while traveling, in the United States or abroad²



CVS MinuteClinic[®] \$\$\$

Walk-in health care at CVS retail locations **(for PPO members only)**

Emotional health

You have access to mental health services to help you address personal, family, or work issues.



Mental Health Services Administrator (MHSA) network³ \$\$\$

Mental health and substance use disorder services, in-person or virtually.

Emergency care

The ER should be used for life-threatening conditions to avoid long wait times and expensive bills.



Emergency room \$\$\$

Immediate care for life-threatening emergencies. **If you have an emergency, call 911 immediately.**

Lowest cost ←————→ Highest cost

\$\$\$ Low \$\$ Medium \$\$\$ High

Visit [blueshieldca.com/care](https://www.blueshieldca.com/care) for more details.

Provider	Can be used for	Availability	More info
Primary care physician (PCP)	Annual checkups, routine medical needs, health screenings, illnesses, and minor injuries	Varies, call your PCP's office for hours	Visit blueshieldca.com/fad
NurseHelp 24/7 SM	Minor illnesses and injuries, chronic conditions, medications, preventive care, and to refer you to other care options if necessary	24/7	Call (877) 304-0504 or visit blueshieldca.com/nursehelp
Teladoc	Sinus problems, respiratory infections, colds and flu, allergies, rashes, ear infections, pink eye, and much more	24/7	Call (800) 835-2362 or visit blueshieldca.com/teladoc
Virtual Care	Specialist care and services through videoconferencing	At Adventist Health clinic locations	Call (866) 832-8218 or visit blueshieldca.com/virtualcare
Urgent care ¹	Sore throats, earaches, cough, fever, ongoing diarrhea, vomiting, minor cuts, and more	Typically extended hours	Visit blueshieldca.com/fad
BlueCard Program [®] and Blue Shield Global Core	Covered services and urgent and emergency care while traveling ²	Varies by provider	Call (800) 810-BLUE or visit provider.bcbs.com within the United States. Call (804) 673-1777 or visit bcbsglobalcore.com if overseas
Heal TM	Pediatrics and urgent, primary, and preventive care at your home, office, or hotel	By appointment in select urban areas	Call (844) 644-4325 or visit blueshieldca.com/heal
CVS MinuteClinic [®]	Immunizations, allergies, infections, coughs, flu symptoms	Usually 7 days a week	Visit minuteclinic.com for locations
Mental Health Services Administrator (MHSA) network ³	Mental health and substance use disorder services, in person or virtually	By scheduled appointment	Visit blueshieldca.com/fad or call (877) 263-9952
Emergency room	Any life-threatening condition or injury	24/7	Call 911 or go immediately to the nearest ER

Visit blueshieldca.com/care for more details.

- 1 If you are a Trio HMO member who needs to 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. You must receive care at an urgent care center that is affiliated with your doctor's medical group or IPA, or your plan may not cover the services received.
- 2 For more information and details on benefits or covered services, please refer to your *Evidence of Coverage* (EOC) or call the customer service number on the back of your Blue Shield member ID card.
- 3 Mental Health Services Administrator (MHSA) network services are not available to self-funded (ASO and Shared Advantage), Medicare Advantage (Individual and Group), or FEP PPO members, or in the BlueCard Program.

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

Heal is a trademark of Get Heal, Inc.

NurseHelp 24/7 is a service mark of Blue Shield of California.