Where to go for healthcare

Sometimes we brush off feeling sick—we power through it. Other times, we're confident a good night's sleep is all we need. But what happens when it's more than that and you need medical care? There are a lot of options for getting the care you need. So how do you choose?

	Primary Care Provider (PCP)	BlueCare Anywhere (Virtual Visit)	Retail Clinic	Urgent Care	Emergency Room (ER)
Symptoms	Is it something that can wait?	Not feeling well and want to see a doctor within minutes from anywhere?	Feel bad but can't get in to see your doctor?	Not feeling well, and it's on the weekend?	Think it could be a matter of life or limb[1]?
When to go	When you need routine, non-emergency care or help managing an acute or chronic condition, or help with a referral to a specialist.	If you need non-emergency care, BlueCare Anywhere lets you visit with a physician from a smartphone, tablet, or computer.	If you have a non-life-threatening illness or injury and can't get in to see your primary care provider.	If it's the weekend or an evening, and your doctor isn't available, urgent care can help with non-life-threatening medical issues that could become worse if not treated immediately.	When you have a serious medical condition that could be life- or limb-threatening.
Reasons to go	• Colds and flus • Sinus, ear or eye infections • High fever • Headache • Skin irritations/rashes • Minor cuts and burns • Sprains • Minor fractures • Physical exams, vaccines and health screenings	**Medical** • Colds and flus • Diarrhea or vomiting • Sinus, eye, or ear infections • Headaches • Rashes • Sprains **Counseling and Psychiatry** • Insomnia • Anxiety disorders • Depression • Stress management	• Colds and flus • Sinus, ear or eye infections • Rashes • Flu shots or other vaccines	• Colds and flus • High fever • Headache • 'Spreading' skin irritations/rashes • Minor cuts and burns • Sprains • Minor fractures	• Severe chest pain • Difficulty breathing • Ingestion of objects or poisons • Major trauma or injury (such as a car crash) • Seizures • Severe burns • Severe diarrhea • Uncontrollable bleeding or vomiting blood • Animal bites • Unconsciousness
Wait time	Minimal, depending on the office.	Available 24/7 and can be conducted anywhere you have access to a smartphone, tablet or computer with internet access.	Typically short. May have online check-in.	Usually shorter than the ER, plus some clinics let you sign in online and then notify you when it nears your appointment time.	Depends on the time of day, but if your situation is a true emergency, you'll be seen/ evaluated promptly.
Cost	$$	$	$	$$	$$$
How to get care	Call your doctor or healthcare provider to make an appointment.	Download the **Blue Care Anywhere**[SM] app[2] or visit **BlueCareAnywhereAZ.com**.	No appointment needed, however calling ahead or scheduling online is always a good idea.	Download the **AZBlue mobile app**[2] to find locations that are covered by your plan.	In an emergency, call 911 or have a friend or family member drive you to the nearest location.

AZBlue online search tool

Log on to **azblue.com/findadoctor** to search for providers, retail clinics and urgent care locations covered by your plan.

PLEASE NOTE: It's important to use doctors and facilities in your plan's network to help keep your costs down. If you visit a doctor or facility that is not part of your plan's network, your plan may not cover your care. Or, your out-of-pocket costs could be much higher.

BlueCare Anywhere℠

Want to learn more about the Blue Care Anywhere*?

Sign up at **BlueCareAnywhereAZ.com** or download the BlueCare Anywhere mobile app now from Google Play™ or the App Store®

*Medical plans effective January 1, 2018 to employers with an average of 51 total employees or more may include BlueCare Anywhere benefits.

RN Not sure where to go?

Call **Nurse On Call** at **1-866-422-2729.** It's part of your plan, so there's no additional cost. Talk to a trained nurse about your symptoms and they will help you decide where to go. This service is also available to family members on your Blue Cross Blue Shield of Arizona (BCBSAZ) plan.

QUESTIONS? CALL **1-866-422-2729**
OR VISIT **azblue.com/HealthyBlue**

BlueCross BlueShield of Arizona

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