

YOUR URGENT CARE OPTIONS



24/7 NURSE
LINE

Speak directly to a registered nurse 24/7, at no additional cost.
Get immediate advice — no waiting for a call back.
Call 1-888-247-BLUE (2583).

Best for: advice on when to seek care or questions about your symptoms, including whether they might be serious.

Cost: 

Time: 

Severity: 



WELL
CONNECTION

Get convenient medical care from licensed professionals, 24/7, using your favorite device. Sign in to the MyBlue app or visit bluecrossma.org, and click Well Connection.

Best for: cold and flu symptoms, fever, sore throat, rash, and other minor issues.

Cost:* 

Time: 

Severity: 



DOCTOR'S
OFFICE

Call your doctor for urgent health concerns that occur during office hours.

Best for: questions about when to seek care and advice for minor issues.

Cost: 

Time: 

Severity: 



LIMITED SERVICE
CLINICS

For simple medical concerns you can visit a limited service clinic, found in local pharmacies.

Best for: cold and flu, bronchitis, sinus and respiratory infections, sore throat, diarrhea, and similar, less severe issues.

Cost: 

Time: 

Severity: 



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.

Best for: joint/muscle pain or injuries, respiratory issues, bites, cuts, concussion screening, stitches, asthma attack, and other somewhat severe issues.

Cost: 

Time: 

Severity: 



EMERGENCY
ROOM

Go to the nearest emergency room when you're facing a life-threatening situation or you think you could put your health in danger by delaying care.

Best for: difficulty breathing, chest pain or upper abdominal pain or pressure, seizures, swelling or hives, severe burns, sudden blurred vision, fainting, sudden dizziness, persistent vomiting or diarrhea, and suddenly being unable to speak, see, walk, move, or comprehend.

Cost: 

Time: 

Severity: 

The information in this document doesn't replace the advice of a health care provider.
You should speak to your provider about any specific health concerns.

1. Telehealth copays are waived for in-network visits, excluding those on the Saver Plan who have not yet met the annual deductible.
2. Medical services are available 24/7. Mental health visits must be made by appointment. If your local doctor in the Blue Cross Blue Shield of Massachusetts network offers covered services using live video visits through a service other than Well Connection, you're still covered. This service is available in the United States only.

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).