

Save Money by Choosing the Right Care Setting



An Independent Licensee of the Blue Cross Blue Shield Association

Seeking the right care at the right time can be tricky. Whether it's a broken bone, a sinus issue, a burn, or a cold or flu, your Blue membership includes coverage at a variety of settings to treat you when you need care. Keep this chart handy to choose the right care when it matters most: every time you need it.

| | Telehealth (BlueCare Anywhere SM) | Retail Clinic | Urgent Care | Primary Care Provider (PCP) | Mobile Care | Emergency Room (ER) |
|-----------------|---|--|--|---|---|--|
| Symptoms | 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? | Is it something that can wait? | Not feeling well and cannot leave the house? | Think it could be a matter of life or limb? |
| When to go | <p>Non-emergency care. BlueCare Anywhere lets you visit with a physician from a smartphone, tablet, or computer.</p> <ul style="list-style-type: none"> Colds and flus Headaches Sinus, eye, or ear infections Diarrhea or vomiting Rashes Sprains <p>Counseling and Psychiatry¹</p> | <p>Non-life-threatening illness or injury and can't get in to see your primary care provider.</p> <ul style="list-style-type: none"> Colds and flus Sinus, eye, or ear infections Rashes Vaccines and health screenings | <p>Non-life-threatening medical issues, it's a weekend or an evening, and your doctor isn't available.</p> <ul style="list-style-type: none"> Colds and flus Headaches High fever Spreading skin irritations/rashes Minor cuts and burns Sprains Minor fractures | <p>Routine, non-emergency care or help managing an acute or chronic condition.</p> <ul style="list-style-type: none"> Colds and flus Headaches Sinus, eye, or ear infections Diarrhea or vomiting Rashes Sprains High fever Vaccines and health screenings | <p>Routine, non-life-threatening medical issues. A provider will arrive at your home to treat anything an urgent care can, and more.</p> <ul style="list-style-type: none"> Colds and flus Headaches Sinus, eye, or ear infections Diarrhea or vomiting Rashes Sprains Vaccines and health screenings | <p>Serious medical condition that could be life- or limb-threatening.</p> <ul style="list-style-type: none"> Severe chest pain Difficulty breathing Major trauma or injury (such as broken bone) Severe diarrhea Uncontrolled bleeding or vomiting blood Animal bite Seizures Severe burns Unconsciousness |
| Wait time | Immediate, get access to a provider 24/7. | Typically short. May have online check-in. | Shorter than ER plus some clinics let you sign in online. | Minimal, depending on the office. | A couple hours. Schedule your visit online and a provider will come to your location. | Depends on time of day but if it's a true emergency, you'll be seen/evaluated promptly. |
| How to get care | Download the BlueCare AnywhereSM mobile app ² or visit BlueCareAnywhereAZ.com. | No appointment needed, but calling ahead or scheduling online is always a good idea. | Download the MyBlue AZSM mobile app ² to find locations that are covered by your plan. | Call your doctor or healthcare provider to make an appointment. | Visit DispatchHealth.com to make an appointment. Check if services are available in your area. | In an emergency, call 911 or have a friend or family member drive you to the nearest location. |
| Cost | | | | | | |

Learn other ways to save money and more

Log in to your MyBlueSM account at azblue.com/MyBlue and click the "Find a Doctor" tab to find healthcare providers. There, you can also use the "Costs for Procedures" tool to get estimates on various treatments such as eye exams, mental health services, and more.

Your health plan covers preventive services such as flu shots, vaccinations, blood pressure checks, and screening tests. Note that you most likely won't pay for preventive services if you use providers in your plan's network. If you're not sure where to go for non-emergency healthcare, use our 24-hour Nurse On Call service at **1-866-422-2729**.

Call 911 in an emergency.

¹Counseling and psychiatry appointments may take up to 14 days to schedule.

²Your wireless plan's phone and data rates may apply. Search for "MyBlue AZSM" and "BlueCare Anywhere" in the Google PlayTM or Apple[®] App Store[®] online marketplaces.

Apple and App Store are trademarks of Apple Inc., registered in the U.S. and other countries. Google Play is a trademark of Google Inc. Blue Cross Blue Shield of Arizona members should always consult with their healthcare provider about medical care or treatment. Recommendations, advice, services, or online resources are not a substitute for the advice, opinion, or recommendation of a healthcare provider. Services or treatment options may not be covered under your benefit plan.

©2023 Blue Cross Blue Shield of Arizona, Inc. All rights reserved. Blue Cross, Blue Shield, and the Cross and Shield Symbols are registered services marks, and BlueCare Anywhere, MyBlue, and MyBlue AZ are service marks, of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de BCBSAZ, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 602-864-4884.

Difí kwe'é atah nílínígíí Blue Cross Blue Shield of Arizona haada yií' éego bina'ídítikidgo éí doodago Háida bíjá anilyeedígíí t' áadool le' é yína'ídítikidgo beehaz' áanii hólo díí t' áa hazo aadk' ehjí háká a' doowoigo bee haz' q doo bqhq ílínigó. Ata' halne' ígíí koj' bich' í'í' hodíllínih 1-877-475-4799.

Services or treatment options may not be covered under all BCBSAZ benefit plans. BCBSAZ members should always consult with their healthcare provider about medical care or treatment. Recommendations, advice, services, or online resources are not a substitute for the advice, opinion, or recommendation of a member's healthcare provider. Members under age 18 will need parental consent to use the Nurse On Call service.