Your Primary Care Provider | Urgent/Convenient Care | The ER
---|---|---
**Why go here?**
*For routine, non-emergency care, try your primary care provider (PCP) first.* Your PCP knows you and your medical history best.
*When your PCP isn’t available, but it’s not an emergency. Urgent/Convenient care facilities are usually open even when your PCP isn’t.*
*You need care right away for a medical emergency or life-threatening health condition.*

**What should you go here for?**
- Routine, scheduled care & checkups
- Preventive care
- Minor, non-emergency problems
- Minor aches and pains
- Sore throat
- Cold or flu
- Small cuts and bruises
- Rashes
- Shortness of breath: Can’t talk
- Strong chest or stomach pain that doesn’t go away
- Not being able to move a leg or an arm
- Seizures or loss of consciousness
- A bad cut, broken bone or burn
- Bleeding that can’t be stopped
- A drug overdose

**Do I need an appointment?**
- Yes
- No
- No

**How long is the wait?**
- If you have an appointment, your PCP should be able to see you quickly.
- Longer than your PCP, but not as long as an ER (for non-emergency care).
- ERs treat the sickest patients first, so if you don’t have an emergency, you may have a long wait.

**Cost:**
- $ for Your Primary Care Provider
- $ for Urgent/Convenient Care
- $$$ for The ER
We’re Here to Help

It’s easy to find a PCP, urgent care clinic or ER in your network. Just use our Find Care tool at bcbst.com/findadoctor. Or give us a call at the number on the back of your Member ID card. We’re here to help from 8 a.m. to 6 p.m. ET Monday through Friday.

PhysicianNow® Powered by MDLive

Get Care Anywhere, Anytime

PhysicianNow is a convenient way to speak with a board-certified doctor about non-emergency health conditions from your home, office or while traveling. Doctors are available 24/7 and even on holidays over the phone or using video chat on your computer or mobile device. PhysicianNow doctors can even write you a prescription and some types of refills. You’ll have a normal copay to pay, like any doctor appointment. Call 1-888-283-6691 or visit bcbst.com/member, log in to BlueAccess and click on Talk With a Doctor Now.

Nurseline

Speak to a Nurse at no Charge

Not sure what to do about a fever, pain or other symptom? Need help making a treatment choice? Call Nurseline for free health advice anytime, day or night. Call 1-800-818-8581 and choose Nurseline.

BlueCross BlueShield of Tennessee

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

For TDD/TTY call 1-800-848-0298.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association

MDLIVE is an independent company and does not provide BlueCross BlueShield of Tennessee products or services.

MDLIVE is solely responsible for the products and services they provide.

MDLIVE does not replace the primary care physician. MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulation and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit http://www.mdlive.com/pages/terms.html

iPhone is a registered trademark of Apple, Inc. Android is a trademark of Google, Inc.