Is it an emergency?

Some situations require immediate care—do not hesitate to seek it in true emergencies, such as difficulty breathing, poisoning, possible heart attack, emotional distress or suicidal thoughts.

For medical emergencies, call 911

For a mental health crisis, call or text 988

Is it non-life-threatening?

If you are not experiencing a life-threatening injury, illness or mental health crisis, there are other care options for you to consider.

For non-emergencies, your first call should be to your Primary Care Doctor

Usually, PCPs can treat non-emergency conditions in their own offices. If your PCP is not available, they can refer you to a trusted specialist or a local urgent care center.

You can also receive support if you need ongoing treatment or are admitted to a hospital.

For 24/7 health advice, call the Nurse Line

Get health answers and advice on where to go for non-emergency care from registered nurses at no cost. Call 1-888-258-3432, chat securely online at fepblue.org/myblue or use the fepblue app for instant access.

For virtual care from anywhere, use telehealth

Connect with a board-certified doctor with telehealth services by Teladoc®. Get treatment for minor injuries and illnesses plus support for your mental health, nutrition and dermatology issues. Access through the fepblue app, online at fepblue.org/telehealth or call 1-855-636-1579.

For immediate care, visit an urgent care center

Get care for a non-life-threatening illness or injury that requires immediate care. Many have walk-in appointments and shorter wait times than the emergency room (ER). Many also offer basic labs and imaging tests, including X-rays, to help provide diagnoses and treatment options. Use our nationwide directory to find a center near you.
Let’s compare your care options

With so many options available, you might not know where to go for the best and fastest care. Get familiar with your options now before you and your family need care. It can help you save time and money.

<table>
<thead>
<tr>
<th>Nurse Line</th>
<th>Telehealth</th>
<th>Primary Care Doctor</th>
<th>Urgent Care</th>
<th>Emergency Room</th>
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</thead>
</table>
| **Use for** | General health advice or advice on where to go for care in non-emergency situations | • Cold & flu symptoms  
• Sore throat  
• Respiratory infections  
• Allergies  
• Minor cuts & scrapes  
• Stress & anxiety  
• Depression  
• Acne & rosacea  
• Skin infections & rashes | • Flu symptoms  
• Earaches  
• Sore throat  
• Migraines  
• Low-grade fevers  
• Minor sprains  
• Back pain  
• Minor cuts & burns | • Breaks  
• Fractures  
• Sprains or strains  
• Stitches  
• Sore throat  
• Dizziness  
• Headaches/migraines  
• Back pain  
• High blood pressure  
• Foreign object removal | • Severe & sudden pain  
• Trouble breathing or talking  
• Involved in a major accident or injury |
| **Cost** | No cost | $ | $ | $ | $ |
| **Availability** | 24/7 from wherever you are most comfortable | 24/7 from wherever you are most comfortable | May offer extended hours | Often offers extended hours and/or online scheduling | 24/7 |
| **Wait time** | ASAP | ASAP/on-demand | Same-day appointments may be available | Shorter wait times than ER | Typically longer wait times |

**Find care in our network**

See which doctors and urgent care centers are in our Preferred provider network at [fepblue.org/provider](http://fepblue.org/provider) or download the [fepblue](http://fepblue) app.

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

This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the Plan's Federal brochures (FEP Blue Standard and FEP Blue Basic: RI 71-005; FEP Blue Focus: RI 71-017). All benefits are subject to the definitions, limitations and exclusions set forth in the Federal brochures.

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SBPASOS2023