



Blue Cross Community
Health PlansSM



Choose the Best Care

**Have an emergency? Need a routine checkup?
Learn where to go.**

Blue Cross Community Health Plans is provided by Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association.

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As a BCCHPSM member, you have six options for getting the health care you need from the professionals you trust.

24/7 Nurseline

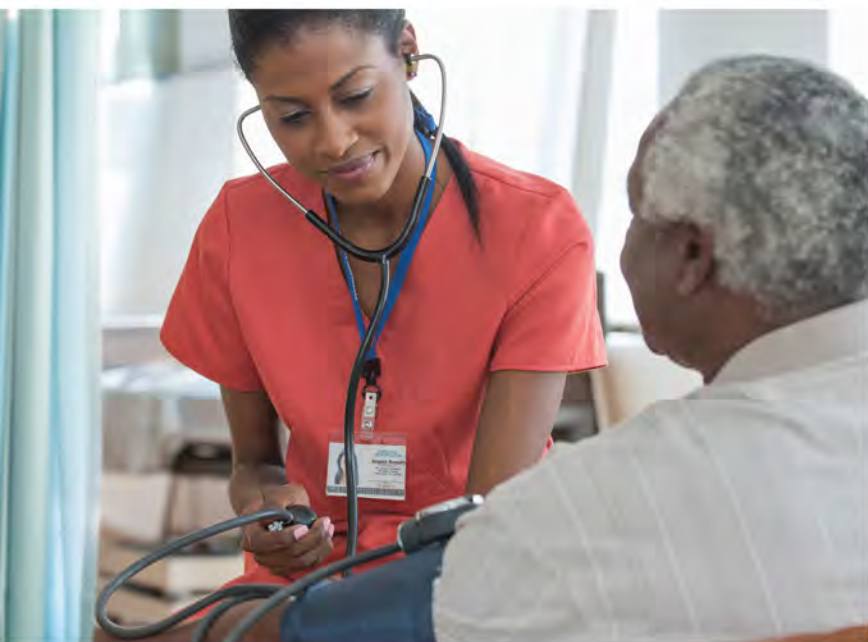
1-888-343-2697 (TTY*: **711**)



Speak with a registered nurse 24 hours a day, seven days a week to answer your questions in Spanish or English. You can also ask for interpreter services.

Best for treating the problem yourself, deciding to call your doctor instead of going to urgent care or the hospital

Not good for sudden emergencies or prescription refills



Doctor's Office



Visit your primary care provider (PCP) first with non-life-threatening health issues.

Best for health exams, Attention Deficit Hyperactivity Disorder (ADHD) and other behavioral health diagnoses and treatments, high blood pressure, fever, sore throat, shots, follow-ups after emergency care

Not good for life-threatening emergencies, asthma problems or shortness of breath not helped by prescribed medicine, cuts that need stitches, broken bones or other urgent care needs when the PCP office is closed

Behavioral Health



A therapist or counselor can provide mental and emotional support during office hours.

Best for depression, anxiety, substance use, addiction, eating disorders or other behavioral health needs

Not good for life-threatening emergencies or behavioral health crises that require hospitalization, treatments that require emergency room or hospital staff

Call the Mobile Crisis Response CARES Hotline 24/7 for help with a mental health crisis: **1-800-345-9049**. You can also call Member Services to speak with a Behavioral Health Care Coordinator: **1-877-860-2837** (TTY/TDD: **711**)

MDLIVE Virtual Visits



Virtual visits with a provider by phone or computer, 24/7.

Best for use at home or when traveling if the provider's office is closed, some new prescriptions or refills, treating allergies, cold and flu, cough, pink eye or sore throat

Not good for an illness that requires a physical exam, blood test, X-rays or an existing condition that is getting worse

Download the MDLIVE® Mobile App from the Apple App StoreSM, Google PlayTM Store or Windows® Store

or

Sign up on the MDLive website:

<https://app.mdlive.com/landing/bcbsil>

or

Log in to **Blue Access for MembersSM (BAMSM)** from bcbsil.com/bcchp/resources/blue-access-for-members

Urgent Care Center



Urgent Care Centers are for when you need immediate, non-emergency care outside of PCP office hours.

Best for constant coughing or vomiting, animal bite, asthma issues, fever and flu symptoms, sore throat and minor cuts that need stitches

Not good for chest pain, heart attack or stroke symptoms, broken bones or concussions

Hospital Emergency Room



If you have a life-threatening emergency, call **911** (TTY: **711**).

Best for chest pain, stroke symptoms (sudden weakness of one side, slurred speech, trouble swallowing, blurred vision), broken bones, uncontrolled bleeding, uncontrolled vomiting, head injuries, vaginal bleeding during pregnancy, mental health issues like psychotic episodes, life-threatening self-harm, suicidal ideation and substance overdose

Not good for flu symptoms, mild allergic reactions, painful urination, small cuts that may need stitches, cough or sore throat

Emergency Contacts



24/7 Nurseline 1-888-343-2697
(TTY: **711**)

Doctor's (PCP's) name and phone:

Closest Urgent Care Center and phone:

Modivcare Non-Emergency Medical

Transportation: 1-877-831-3148 (TTY/TDD: **711**)

National Suicide & Crisis Lifeline Call or text **988**
for 24/7 confidential, free, in-person or phone support.

Image(s) may have been created or enhanced using artificial intelligence tools.

To ask for supportive aids and services, or materials in other formats and languages for free, please call, 1-877-860-2837 TTY/TDD: 711.

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

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-877-860-2837 (TTY/TDD: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.

Zadzwoń pod numer 1-877-860-2837 (TTY/TDD: 711).

Modivcare is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide transportation services for members with coverage through BCBSIL.

Virtual Visits may be limited by plan. For providers licensed in Illinois and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

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