

## One Call, Many Benefits

The Blue Care Line is direct and easy. In a matter of minutes, you can have a nurse helping you to assess symptoms and figure out what to do. It takes just one simple phone call to:

1. Find out what to do. By identifying the proper course of action, you and your family will receive the right treatment at the right time.
2. Give you peace of mind. You'll rest assured knowing you've done the best thing for your family.
3. Save you time. It's good to know if a late-night or bad-weather drive, or a long wait in the emergency room, is actually necessary.
4. Save you money. You'll avoid out-of-pocket expenses or copayments if your situation turns out to be minor enough that you can treat it at home, or wait to see your doctor.



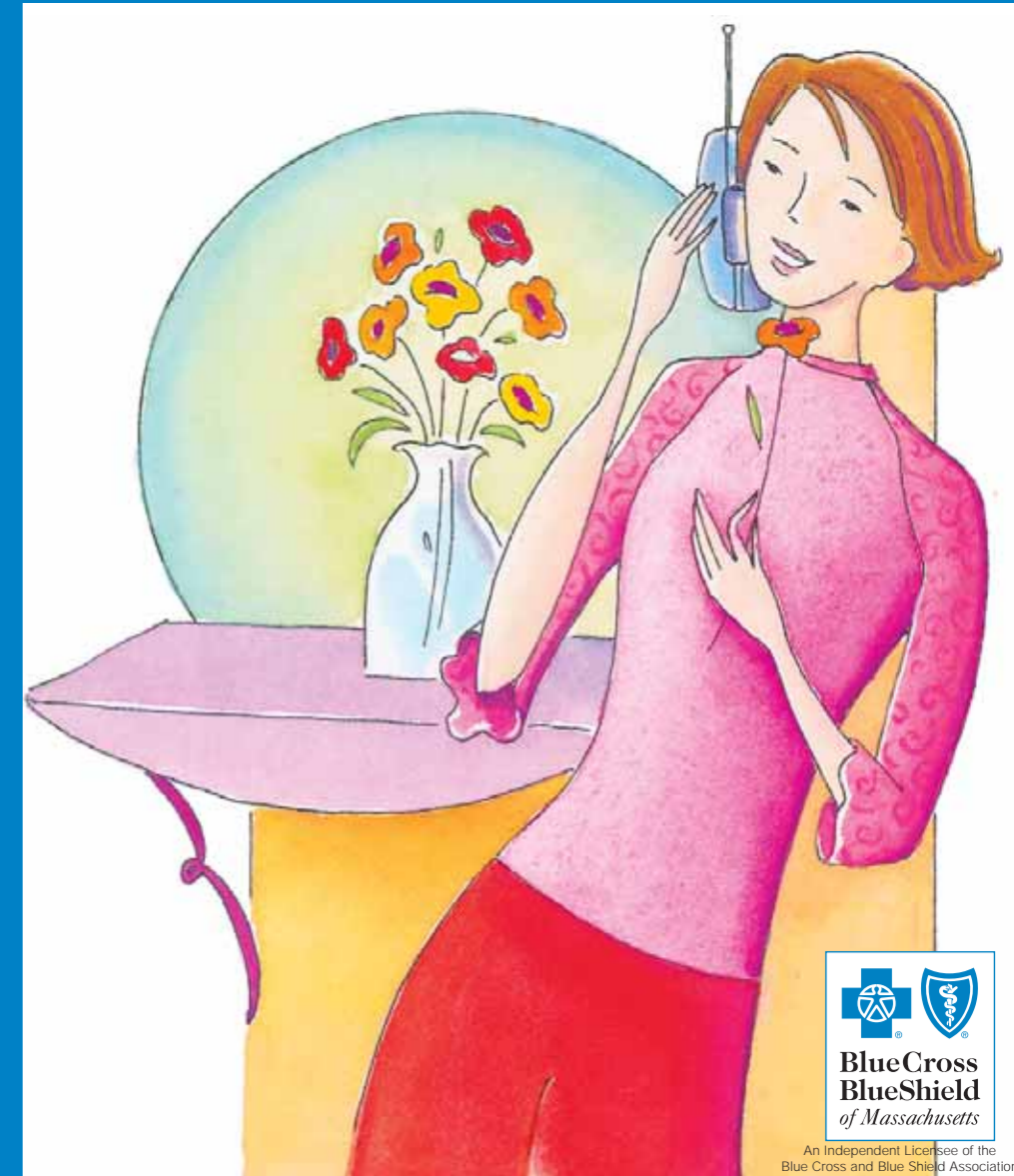
*“Often when you have a medical problem, you need someone knowledgeable to talk to—I found that someone on the nurse line. Their number is on my bulletin board and they have been such a help.”*  
—Ruth McKay, Member

Helping you get good health care advice 24 hours a day.



# Blue Care<sup>®</sup> Line

**1-888-247-BLUE (2583)**  
(that's 247 for answers to your health questions 24/7)



## What Do I Do?

Sometimes, it's hard to know what to do about certain illnesses and injuries, especially at night or on the weekend when your doctor is not in the office. You may wonder how serious the condition is. Should you call your doctor? Should you go to the emergency room? Can it wait until the morning? Is it something you can treat yourself?

For medical emergencies, call 911 or your local emergency services first.



For example, what do you do when:

- You think your cold is really the flu.
- Your baby is running a fever—at 2:00 a.m.
- Your spouse has been suffering from back pain for more than a week.



## Talk to a Nurse, Get the Medical Answers You Need

The Blue Care Line provides answers to your health questions. This hotline—available to Blue Cross Blue Shield of Massachusetts members—is staffed by specially trained registered nurses who are available 24 hours a day, 7 days a week. When you call, a nurse will:

- Ask about your symptoms or concerns
- Provide instruction on home treatments, if appropriate
- Direct you to call your doctor, if necessary
- Direct you to emergency services, if necessary

Even better, if you and the nurse determine that home treatment is indeed the best course of action, the nurse can call you back later to see how you or your family member is feeling.

If you choose, you can also listen to prerecorded health tips instead of speaking with a nurse directly.



## When to Call: Illnesses and Injuries

The Blue Care Line can be helpful when you or a family member develops symptoms such as the following:

- Vomiting, nausea, or upset stomach
- Ulcer or bowel problems
- Asthma, back pain, or other chronic conditions
- Cuts, minor burns, scrapes
- Dizziness and headaches
- Sore throat or flu
- Fever
- Constant crying (infants)
- General discomfort or feelings of illness

Call ANYTIME—  
24 HOURS A DAY, 7 DAYS A WEEK.

For medical emergencies, call 911  
or your local emergency services first.

Note: For questions about claims, coverage, and referrals, call the Member Service number printed on your Blue Cross Blue Shield of Massachusetts ID card. Blue Care Line nurses cannot assist with these types of issues.

1-888-247-2583

PERSONAL ATTENTION • PROFESSIONAL ADVICE