

Access to care

From routine checkups to emergencies and everything in between, your Blue Shield health plan gives you access to a quality network of healthcare providers.

Primary care physicians (PCPs) and specialists

| **When to see a PCP:** Preventive and routine care

| **When to see a specialist:** Chronic or specialty care

For annual checkups and routine medical needs and health screenings, your clients can choose a PCP from our quality networks of doctors. For more complex medical needs, they may need to see a specialist who can treat a specific condition. If your client has a Trio HMO plan, they will need a referral from their PCP to see a specialist. [Find a doctor now.](#)

Emergency room or urgent care?

| **When to go to the ER:** Life-threatening condition

| **When to go to urgent care:** Non-emergency care

While the ER should be used for true emergencies, an urgent care center can help save your clients time and money when their doctor isn't available for non-emergencies.

[Find an urgent care center now.](#)

Teladoc

| **When to use:** After hours, non-emergency care
Teladoc provides a convenient alternative for when your clients can't get to their PCP, or if urgent care is unavailable. Board-certified, licensed doctors are available 24/7 by phone or video to treat non-emergency medical issues. Have your clients [set up an account](#).

NurseHelp 24/7

| **When to use:** Anytime

NurseHelp 24/7 offers your clients immediate and reliable health advice 24/7 from a registered nurse over the phone or via online chat. [Learn more here.](#)

BlueCard program

| **When to use:** Care when traveling

The BlueCard program offers access to emergency and urgent care for clients while traveling. It can also be used for follow-up care related to the initial emergency room or urgent care visit.

These services are available to PPO members only:

Retail clinics

| **When to go:** Routine care

You clients can access convenient, preventive care at participating CVS Pharmacy® and Target locations from board-certified nurse practitioners.

Virtual Care

| **When to use:** Specialist care

Virtual Care uses telemedicine at designated clinics to connect your clients with specialists from Adventist Health, reducing the time and cost of traveling to a long-distance appointment.

Heal on-demand house calls

| **When to use:** Urgent or routine care

Your clients can get fast, easy access to non-emergency care through Heal, which offers on-demand doctor house calls. [Check for service availability in select locations.](#)

Telebehavioral health

| **When to use:** Mental health and substance use disorder

Telebehavioral health provides access to web-based video therapy sessions with a licensed behavioral health clinician, with evening and weekend appointments available. [Visit the provider directory here.](#)

On to better health

| **When to use:** Self-help wellness

Your clients can [access a range of self-help tools online 24/7](#) including guided video-based therapy programs, an extensive library of health and wellness articles, and more.