



Get Expert Medical Advice When You Need It, Fast

Call 1-888-247-BLUE (2583)

Talk to a registered nurse, at no additional cost, anytime you get sick or injured. They'll guide you through your next steps for care.

Finding the Right Care Is Quick and Easy

A licensed nurse will:

- Take your call 24 hours a day, 7 days a week. Holidays included.
- Direct you to your best option for care, whether it means going to an emergency room, urgent care center, or limited-services clinic.
- Guide you through self-care if you don't need professional help.

No Cost for Members

There is no charge for this service. You'll be able to get professional advice at no additional cost any time you need it.

Calls Are Confidential

Your information is kept in accordance with our policy on confidentiality.

Emergencies

In a life-threatening situation, you should always call **911**, or go to the nearest emergency room.

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

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: **711**).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: **711**).