



**Defining Urgent Care:**

Urgent Care Centers offer walk-in care for patients with illnesses or injuries that do not require the intensity of care offered at an emergency room, but typically cannot wait for a scheduled appointment in a physician's office. Examples of some urgent (non-emergency) illnesses include: sprains, ear infections, and non-emergency allergic reactions.

If you have an urgent health situation, you may want to contact your family doctor. Typically they have an on-call doctor who is available 24 hours a day.

You may also call the BlueHealthConnection<sup>®</sup> Program 800-775- BLUE (2583) for nurse support.

**If you use an Urgent Care Center, please consider the following --**

**There are two different types of Urgent Care Centers:**

	<b>Hospital-owned Urgent Care Center</b>	<b>Freestanding Urgent Care Center</b>
<b>Definition</b>	<ul style="list-style-type: none"> <li>• Facility is located on or off the hospital campus and is fully owned by a licensed acute-care hospital</li> <li>• Does not necessarily operate 24 hours a day/7 days a week</li> <li>• Provides medically necessary services for the treatment of illness and injuries that have the potential to develop into further disability or death if treatment is delayed longer than 24 hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Facility is not owned by a hospital</li> <li>• Provides medically necessary services for the treatment of illness and injuries that have the potential to develop into further disability or death if treatment is delayed longer than 24 hours</li> <li>• BCBSM treats freestanding urgent care centers just like a physician office visit.</li> </ul>
<b>Provider is considered in network</b>	A hospital-owned urgent care center, if that hospital participates with BCBSM and bills your visit as an urgent care visit	At freestanding urgent care centers, if the billing doctor is a BCBSM participating physician who is part of your particular health plan's network
<b>Notes</b>	Depending on your particular health plan, you may have copayments or other out-of-pocket in charges the outpatient hospital setting. Please refer to your specific benefit plan description for more details about hospital outpatient coverage.	BCBSM currently treats freestanding urgent care centers like a physician office setting. Office visit benefits will apply to the free-standing urgent care setting, including copay and deductibles for in- and out-of-network services. Please refer to your specific benefit plan description for details about your office visit coverage.

Click [here](#) to see a list of frequently asked questions related to coverage of urgent care services