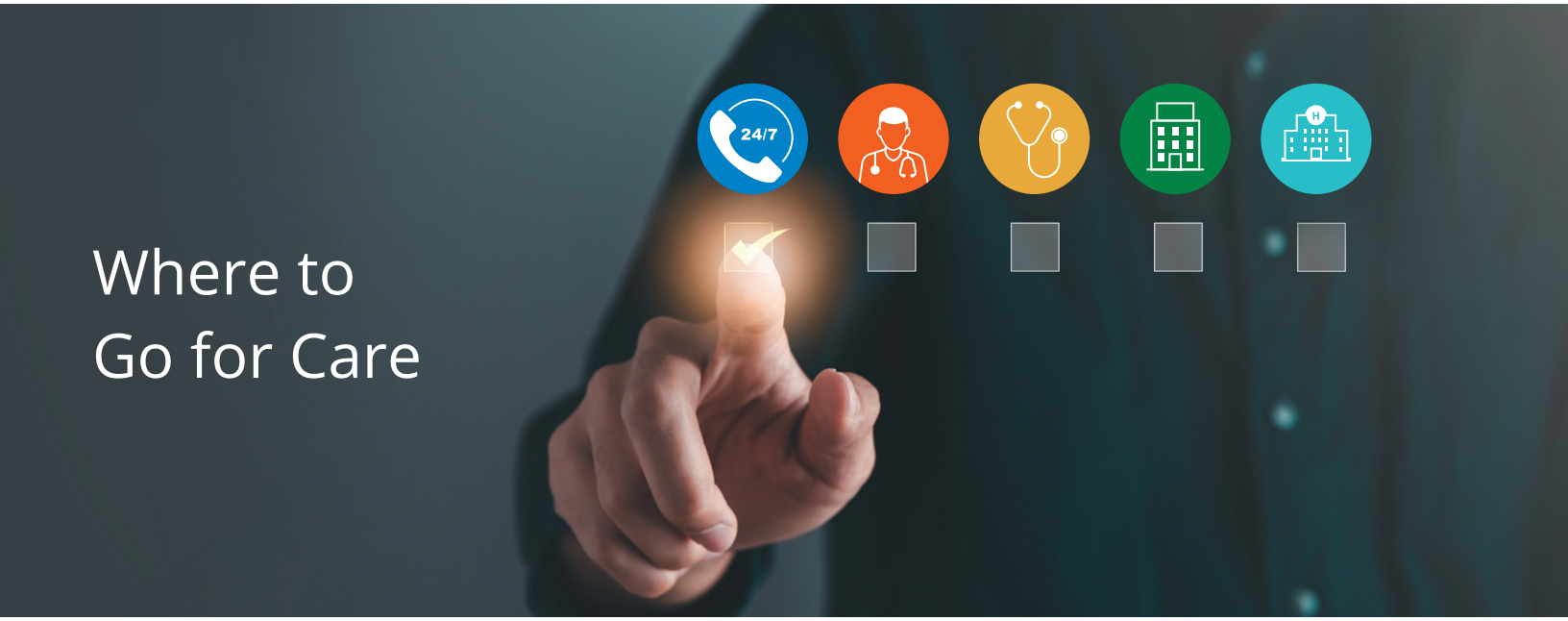
BlueCross BlueShield of Texas

Where to Go for Care



What if that friendly game of pickleball gets a little too competitive? Or you slice your finger chopping veggies? Or have stomach cramps after last night's leftovers? If you have signs of a heart attack, it's best to go to the emergency room. But what if you've got lower back pain?

Knowing where to go can make a big difference in the cost of your care — especially when you use independently contracted in-network providers.

Find providers near you:

- Go to **bcbstx.com** and click **Find Care**.
- Log in or register for Blue Access for Members℠ at **bcbstx.com** to see personalized search results.
- Call Customer Service at the number on your ID card.

24/7 Nurseline*

Wonder if your heartburn needs an antacid or trip to the ER? Is your kiddo's fever 102? Confused about a health test? Talk with a registered nurse in English or Spanish — anytime. Call **800-581-0393**.

Examples: health questions and health advice
Wait time: first called, first served
Cost: none

Doctor

Is your blood pressure high? Are allergies making you miserable? Can't sleep? Your go-to provider is a good place to start. Some even offer telemedicine. If you need a specialist, your doctor will tell you.

Examples: health exams, shots, cough, sore throat
Wait time: check with office
Cost: in network **$** out of network **$$**

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Retail Health Clinic

Need a flu shot? Feel queasy? Have an earache or rash? Many grocery stores and pharmacies have on-site medical clinics. Some may even see patients evenings, weekends and holidays.

Examples: headache, stomachache, sinus pain
Wait time: check with clinic
Cost: in network **$** out of network **$$**



Urgent Care Center

Sprain your ankle? Can't stop coughing? Need stitches? These centers offer non-emergency care when your doctor's office isn't open evenings, weekends or holidays. Some may offer online booking.

Examples: back pain, animal bite, asthma
Wait time: often less than ER
Cost: in network **$$** out of network **$$$**



Hospital ER

Worried you may be having a heart attack? Did you black out after a nasty fall? Are you coughing up blood? ER doctors and staff are trained to treat serious and life-threatening health issues 24/7.

Examples: chest pain, bleeding, broken bones
Wait time: varies
Cost: **$$$$**



Make a plan.

Choose your in-network care providers now before a health issue or emergency happens. You'll feel more confident and could save on out-of-pocket costs when you plan ahead. Ask all care providers if they are in your health plan network.

If you need emergency care, call 911 or seek help from any doctor or hospital immediately.

Note: Many health care providers offer telehealth appointments. Ask your preferred provider if they do and if it is appropriate for your condition(s).

* 24/7 Nurseline is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.

Members are strongly advised to search and verify the network status of any health care provider or facility before receiving care to avoid unexpected charges. Network participation may change, and it is the member's responsibility to review whether a provider is in network at the time of service.

Examples given for each care scenario are not intended as an exhaustive list. You may seek care and be treated for other conditions or illnesses other than those cited as examples.

Information provided in this flyer is not intended as medical advice, nor meant to be a substitute for the individual medical judgment of a doctor or other health care professional. Please check with your doctor for individualized advice on the information provided. Coverage may vary depending on your specific benefit plan and use of network providers. For questions, please call the number on your member ID card.