



breaks an arm in the
FH \RXU <Q JHU
sushi date? Often
of a heart attack, it's
what if you have

- Go to bcbstx.com and click) L Q G & D U H
- For personalized search results, log in or register at bcbstx.com and search in Blue Access for MembersSM
- Call Customer Service at the number on your ID card

FDQ PDNH D ELJ GLŠHUHQFH LQ WKH
you use in-network

acid or trip to the
ed about a health

*RRG IRU

VLD00\ ZLWK D UHJLVWHUHG QXUVH LQ (QJO
93.



? Fighting a fever?
tments via

X 888-630-8546 W L S V & D O O



+RVSLWDO (5

Worried you may be having a heart attack? Did you black RXW DIWHU D QDVW\ IDOO" (5 GRFWRUV DQG VWDŠ WUHDW VHULRXV DQG life-threatening health issues 24/7.

.QRZ WKH 'LŠHUHQFH)UHHVWDQGLQJ (5 YV 8UJHQW

Freestanding ERs look a lot like urgent care centers, but PD\ QRW EH D•OLDWHG ZLWK DQ LQ means you could end up with a hefty bill (or several bills). You might even be sent to a hospital ER for care! Here are ways to spot a freestanding ER:

1. Look for “Emergency” on the building exterior.
2. Check the hours. If it's open 24/7, it's a freestanding ER. Urgent care centers close at night.

3.

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

1RWHDQ\ KHDOWK FDUH SURYLGHUV RŠH QDVWZRUJNASKRVSLEWDO QDVWZRUJNASKRVSLEWDO providers. They do and if it is appropriate for your condition(s).

1. 24/7 Nurseline is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the LQLWLDO YLVLW EXW PD\ XVH YLGHK RU DXGLR IRU IROORZ XS YLVLW Behavioral Health is not available on all plans.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.

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.

,QIRUPDWLRQ SURYLGHG LQ WKLV ŒLHU LV QRW LQWHQGHG DV PHGLFDO LQGLYLGXDO PHGLFDO MXGJPHQW RI D GRFWRU RU RWKHU KHDOWK FDUH LQGLYLGXDO LQGLYLGXDO DG YLFH RQ WKH LQIRUPDWLRQ SURYLGHG &RYHUDJH PH and use of network providers. For questions, please call the number on your member ID card.