

## Where to go for care

Knowing where to go for care can make a big difference in how much you pay – especially when it’s not an emergency. When you use providers in the HealthSelect<sup>SM</sup> network, you will pay less. Keep these options in mind when deciding where to get care.

To find in-network providers, log in at [healthselectoftexas.com](http://healthselectoftexas.com) or contact a Blue Cross and Blue Shield of Texas (BCBSTX) Personal Health Assistant toll-free at **(800) 252-8039 (TTY: 711)** Monday – Friday 7 a.m. – 7 p.m. and Saturday 7 a.m. – 3 p.m. CT or via live chat Monday – Friday, 8 a.m. – 5 p.m. CT in Blue Access for Members<sup>SM</sup>.

<p><b>24/7 Nurseline<sup>1</sup></b> No additional cost</p>	<p><b>(800) 581-0368 (TTY: 711)</b> <b>Available 24 hours a day, seven days a week</b> Answers to health questions, general health advice and guidance on where to go for care</p>
<p><b>Medical Virtual Visits<sup>2</sup></b>      \$</p>	<p><b>Doctor On Demand</b>      <b>MD Live Virtual Care</b> <a href="http://doctorondemand.com">doctorondemand.com</a>      <a href="http://mdlive.com/healthselect">mdlive.com/healthselect</a> <b>(800) 997-6196 (TTY: 711)</b>      <b>(800) 770-4622 (TTY: 711)</b></p> <p><b>Available 24 hours a day, seven days a week</b> Non-emergency care for symptoms including allergies, colds, sore throat, headache, rash and more</p>
<p><b>Doctor’s Office</b>      \$</p>	<p><b>Office hours vary</b> Checkups, shots, colds, flu, minor injuries and more</p>
<p><b>Retail Health Clinic</b>      \$\$</p>	<p><b>Based on retail store hours</b> Located in stores and pharmacies to provide treatment for minor medical problems including headaches, stomach pains, animal bites, sinus infections and more</p>
<p><b>Urgent Care Center<sup>3</sup></b>      \$\$\$</p>	<p><b>Generally open daytime, evenings, weekends and holidays</b> Immediate, non-emergency care for symptoms including back pain, vomiting, diarrhea and more</p>
<p><b>You should use the emergency room (ER) only for true medical emergencies. If you are experiencing a true emergency, call 911 or seek help from a doctor or hospital immediately.</b></p>	
<p><b>Hospital Emergency Room</b>      \$\$\$\$</p>	<p><b>Open 24 hours a day, seven days a week</b> For life-threatening or disabling symptoms including chest pain, bleeding, broken bones, trouble breathing and more</p>
<p><b>Freestanding ER</b>      \$\$\$\$\$</p>	<p><b>Open 24 hours a day, seven days a week</b> For life-threatening or disabling conditions when a hospital ER is not available. Often freestanding ERs are out of network. If you receive care from an out-of-network provider, you will pay more.</p>

<sup>1</sup> In case of emergency, please call 911.

<sup>2</sup> MD Live Virtual Care, a separate company, and Doctor On Demand, an independent company, have contracted with Blue Cross and Blue Shield of Texas to administer the Virtual Visits programs for members of BCBSTX. These third-party vendors are solely responsible for their operations and contracted providers.

<sup>3</sup> The closest urgent care center may not be in your network. Be sure to check Provider Finder to make sure the center you go to is in-network. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them. Blue Cross and Blue Shield of Texas is the third-party administrator for HealthSelect of Texas<sup>®</sup> and Consumer Directed HealthSelect<sup>SM</sup>.