

BCBS Texas Free App

FIND INFORMATION ABOUT DOCTORS

Our online directory is the quick and easy way to find doctors, hospitals, or other health care providers in your network. Follow these steps:-

1. Go to **bcbstx.com**
2. Click *Find Care*
3. Click *Find a Doctor or Hospital* and then Search for "Doctors" as a Guest
4. **Answer** a few questions and follow the prompts

MORE INFORMATION

After you receive your member ID card, go to **bcbstx.com/member** to sign up for Blue Access for MembersSM. You can use this secure website from your desktop or mobile device to:

- **Find** in-network doctors, facilities, and pharmacies
- **Access** your digital ID card
- **View** your coverage and plan documents
- **Estimate** service costs, and much more

Download our Free App

Access all of our mobile websites and services in one spot. Text* **BCBSTXAPP** to **33633** to learn more.



NOTE: DURING ANNUAL ENROLLMENT, YOU MUST RE-ENROLL IF:

- Anything changed, including dependent eligibility, your address, or your plan choice
- You want to contribute to a Health Care FSA, a limited purpose FSA (LP-FSA), or Dependent Care FSA. You have to re-enroll each year if you want to contribute to an FSA, even if you do not change your annual election amount.

Go to **pebcinfo.com** and click the button for your employer group.

- To compare plans, check the Summary of Benefits and Coverage (SBC). The SBC helps you compare certain health plan provisions.

Where to Go for Care

What do you do if your clutch player breaks an arm in the big game? Or you slice your finger chopping veggies? Or have stomach cramps after last night's sushi date? Often the choice is clear. If you have signs of a heart attack, it's best to go to the emergency room. But what if you have a sore throat? Or lower back pain? Knowing where to go can make a big difference in the cost of your care—especially when you use in-network providers.

WE MAKE IT EASY TO FIND INDEPENDENTLY CONTRACTED, IN-NETWORK PROVIDERS NEAR YOU:

- Go to **bcbstx.com** and click *Find Care*
- For personalized search results, go to **bcbstx.com**, click *Log In or Sign Up*, choose *Member Log In or Sign Up*, and search in Blue Access for Members
- Call BCBSTX 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 child's fever 102 degrees? Confused about a health test? Talk confidentially with a registered nurse in English or Spanish—anytime. Call 800-581-0393.

Good for: Health questions and health advice
Average Wait: None
Cost: None



VIRTUAL VISITS

Do you have an itchy rash or sinus problems? Fighting a fever? Talk with a doctor—24/7. Online appointments via MDLIVE® put care at your fingertips. Call 888-680-8646 or go to **MDLIVE.com/bcbstx**.

Good for: Health exams, colds, flu, minor injuries
Average Wait: Less than 20 minutes
Cost: In network \$



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.

Good for: Health exams, shots, cough, sore throat
Average Wait: None
Cost: None



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.

Good for: Headache, stomach ache, sinus pain
Average Wait: Variable
Cost: In network \$ out of network \$\$



URGENT CARE CENTER

Sprain your ankle? Have a monster migraine? Can't stop coughing? Need non-emergency care right away, but your doctor's office isn't open? These centers offer care evenings, weekends, and holidays.

Good for: Back pain, vomiting, animal bite, asthma
Average Wait: 30 minutes or less
Cost: In network \$\$ out of network \$\$\$



HOSPITAL ER

Worried you may be having a heart attack? Did you black out after a nasty fall? ER doctors and staff treat serious and life-threatening health issues 24/7. If you receive ER care from an out-of-network provider, you may have to pay more.

Good for: Chest pain, bleeding, broken bones
Average Wait: 1 hour or more
Cost: In network \$\$\$ out of network \$\$\$\$