

24/7 Nurseline

*Answering the
Call for Your
Health Care Needs*



With 24/7 Nurseline, you'll have caring, experienced nurses to talk to, twenty-four hours a day, seven days a week — even during the holidays. And you'll also feel good knowing that each call is completely confidential.



Good health starts by asking the right questions at the right time.

And we all know that sometimes those questions come up unexpectedly, like when the doctor's office is closed.

Whatever the time, you can get the answers to your health care questions with the 24/7 Nurseline from Blue Cross and Blue Shield of Texas.

Around-the-Clock Care

The 24/7 Nurseline puts you in touch with caring, registered nurses who understand your health care concerns. You'll have around-the-clock access to knowledgeable nursing staff with many years of experience, in multiple areas including:

- Emergency room care
- Urgent care
- Clinical setting
- Family care
- Certified health triage

This convenient information and support resource is available at no out-of-pocket expense to you. All it takes is a simple call to the toll-free phone number listed on the back of your ID card.

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Audio health library

Sometimes you may want to get basic health information on a specific topic. We encourage you to utilize the 24/7 Nurseline audio library. Just call the 24/7 Nurseline number on your ID card to choose a topic from more than 1,200 pre-recorded health topics.

Need more information?

After open enrollment, members will receive a refrigerator magnet with the toll-free 24/7 Nurseline number to call.

24/7 Nurseline | *Because your health matters*

If you have a life-threatening emergency, please hang up and call your local emergency service number. This service is not a substitute for medical care. You should consult a health professional for diagnosis and treatment.

Blue Access® for Members

For personalized information about your health care benefits and coverage, log in to Blue Access for Members where you'll find:

- Confirmation of when claims are paid and payment amounts
- Physician, hospital and pharmacy network directories

www.bcbstx.com

