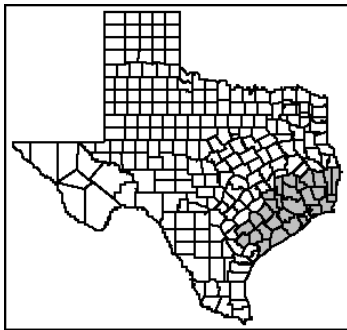


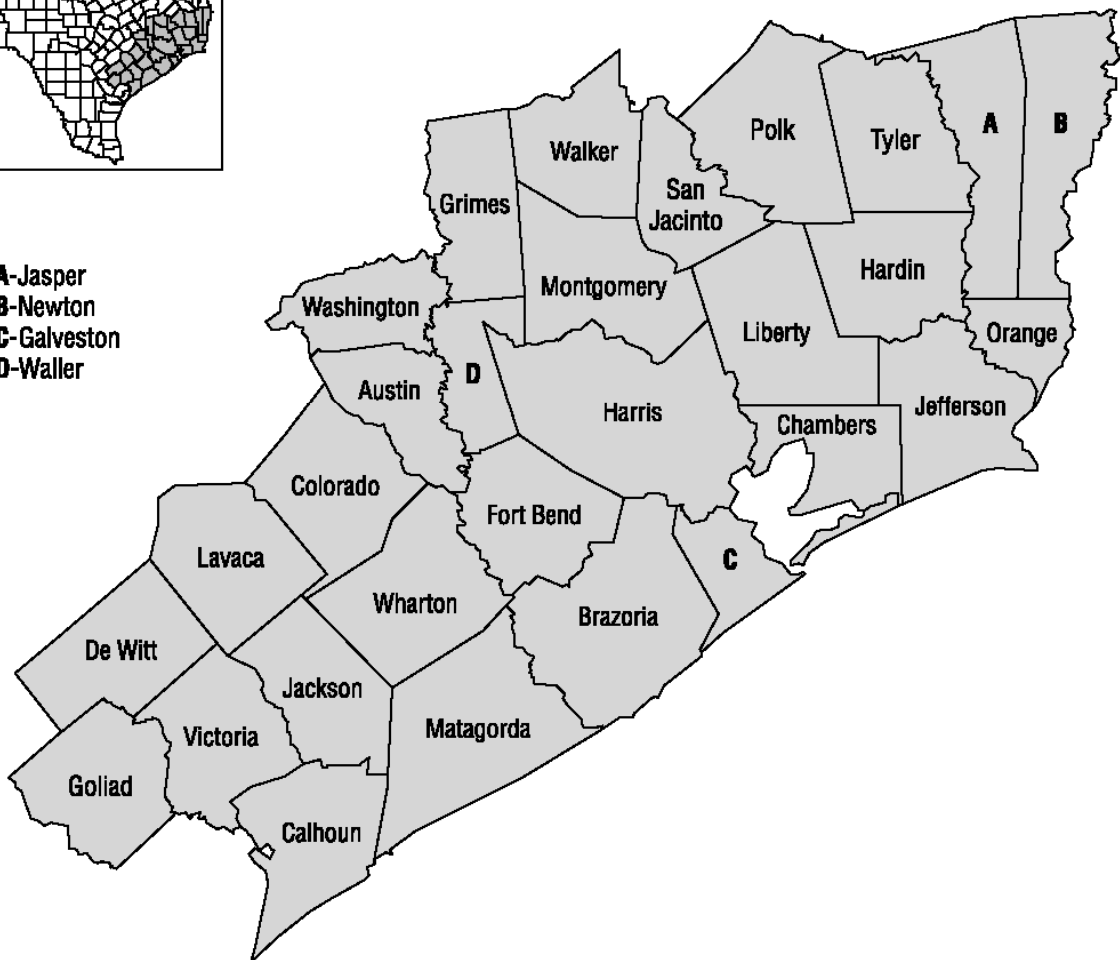
## Welcome to BlueChoice®

Use this directory to find the doctors, health care professionals and hospitals that participate in the BlueChoice network. The BlueChoice participating providers are listed by category. This directory also includes information to help you manage your health care and use your benefits wisely.

The Southeast area map below shows the counties where your network service area is located. For other BlueChoice participating providers not listed in this directory, call Customer Service at 1-800-521-2227.



**A-Jasper**  
**B-Newton**  
**C-Galveston**  
**D-Waller**



## Using This Directory to Find a BlueChoice Participating Provider

Each time you or a covered family member needs medical care, use this directory to find BlueChoice participating providers, such as:

- Doctors for routine and preventive care (check the listings for primary care physicians)
- Hospitals
- Specialists or other health care providers

Primary care physicians are available for most routine and preventive care, while specialists generally practice only in the fields where they're listed in this directory.

### **MORE INFORMATION IS JUST A CLICK AWAY**

We continue to update the BlueChoice provider directory as changes occur. New doctors and providers contract to be in the network, others may change their office addresses and some leave the network. For the most up-to-date information, check Provider Finder<sup>®</sup> where you can find the doctor's, hospital's or other health care provider's address and phone number and you can send them directly to your phone. In addition, there are maps for primary care physicians, specialists and hospitals to help locate them. Also, you can find the practice limitations, languages spoken, gender, professional affiliations and whether or not new patients are accepted.

If you're already a member, and you'd rather speak with someone, call Customer Service at 1-800-521-2227 (Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time).

### **IF YOU'RE THINKING ABOUT ENROLLING**

If you're considering a health plan that uses the BlueChoice network, read the following instructions to learn more about getting care from BlueChoice participating doctors and providers. Then review the directory to find BlueChoice participating providers in your area. Chances are the doctors and hospitals you want to use are in the network.

### **Helping You Keep Healthy and Control Costs**

We offer coverage for preventive care services that can help you keep healthy and identify health problems at an early stage. Preventive care benefits include coverage for services such as physical exams, well-woman exams and immunizations.

When you become a member, we give you information and tools to help you manage your health and control costs. Get the latest in health information and tools through the *Blue Access<sup>®</sup> for Members* link. Improve your overall health, learn how to manage a chronic health condition or prepare for a specific medical procedure with easy-to-use health and wellness information, tips, quizzes and tools.

### **Behavioral Health Services**

Participating behavioral health and chemical dependency professionals and physicians are also listed in this directory. However, before seeing a behavioral health professional or physician, you must preauthorize your care by calling 1-800-528-7264. Blue Cross and Blue Shield preauthorizes services and helps you select a participating behavioral health professional or physician.

### **Coverage Outside of Texas**

If you're out of state and need care, you and your covered family members can receive covered care almost anywhere in the country from Blue Cross and Blue Shield participating doctors and hospitals through the BlueCard Program.

To find a list of participating doctors and hospitals in the BlueCard program within the United States and around the world, go to the BlueCard Doctor and Hospital Finder links. If you are a member, you also can call our dedicated BlueCard line at 1-800-810-BLUE (2583) and speak with a BlueCard customer service representative.

### **What to Do in an Emergency**

In an emergency, call 911 or seek help from any doctor or hospital immediately. You're covered no matter where you go. You, your doctor, the hospital or a family member must then call Blue Cross and Blue Shield of Texas at the number on your member ID card during the first 48 hours of the emergency visit.

To arrange for emergency behavioral health services and precertify behavioral health inpatient hospital treatment, call 1-800-528-7264. Blue Cross and Blue Shield of Texas is available 24 hours a day, seven days a week.

### **YOUR COVERAGE DEPENDS ON YOUR SPECIFIC PLAN**

Coverage for specific services will depend on your health care benefit program. Be sure to read your benefit booklet for detailed information about your health care benefit plan.

### **CONTROLLING COSTS**

Blue Cross and Blue Shield of Texas works to keep your doctor and hospital costs as low as possible. Our network representatives continue to build strong relationships with doctors and hospitals across the state, while negotiating the best rates possible for our members.