



## Resources for Providers/Members

The following informational resources are available to Blue Cross and Blue Shield of Texas (BCBSTX) providers and/or members to assist with getting care:

### Telemedicine and Telehealth

**Telemedicine/Telehealth** are great ways for our members to receive the services they need, when they need them. We encourage providers to include telemedicine options when referring patients to specialists and for other medical services. Learn more on our [Telemedicine and Telehealth](#) page or review the current Telemedicine and Telehealth Services [Clinical Payment and Coding Policy](#).

### Language Line

BCBSTX utilizes the "**Language Line**" to offer translation services to members and providers who may need assistance in communicating during an appointment. This option makes hundreds of languages available with a simple phone call. To utilize when caring for and communicating with your BCBSTX members you simply dial **1-800-874-9426** for Group business members or dial **1-866-874-3972** for Retail business members. When asked, supply code 704322 for Group and 706640 for Retail. Then provide the language needed and within 5 minutes you will have a translator on the phone to assist you in your communication.

### Crisis Line

Behavioral Health (BH) Care Management provides crisis line services to members 24 hours per day, seven days per week (24/7) at **1-800-528-7264**. This ensures coverage to members 365 days a year. All crisis line calls are handled by qualified Behavioral Health professionals who have an active license to practice in a mental health field and who can provide crisis intervention, activate emergency service response or facilitate follow up services as appropriate.

### 24/7 Nurse Hotline

Provider and members can contact a Registered Nurse 24 hour a day, 7 days a week via the Nurse Hotline by calling **1-800-581-0393**. The Nurse Hotline staff are trained to utilize a teletypewriter (TTY) and interpreter services to assist non-English speaking members. The Nurse Hotline nurses utilize algorithms, clinical tools and supporting software designed to enable them to assess a members' level of health risk based on the presenting symptoms and route them to an appropriate level and timing of care. Members can also be referred to an audio health library with pre-recorded health information in English and Spanish.

The above material is for informational purposes only and is not intended to be a substitute for the independent medical judgment of a physician. Physicians and other health care providers are encouraged to use their own best medical judgment based upon all available information and the condition of the patient in determining the best course of treatment.