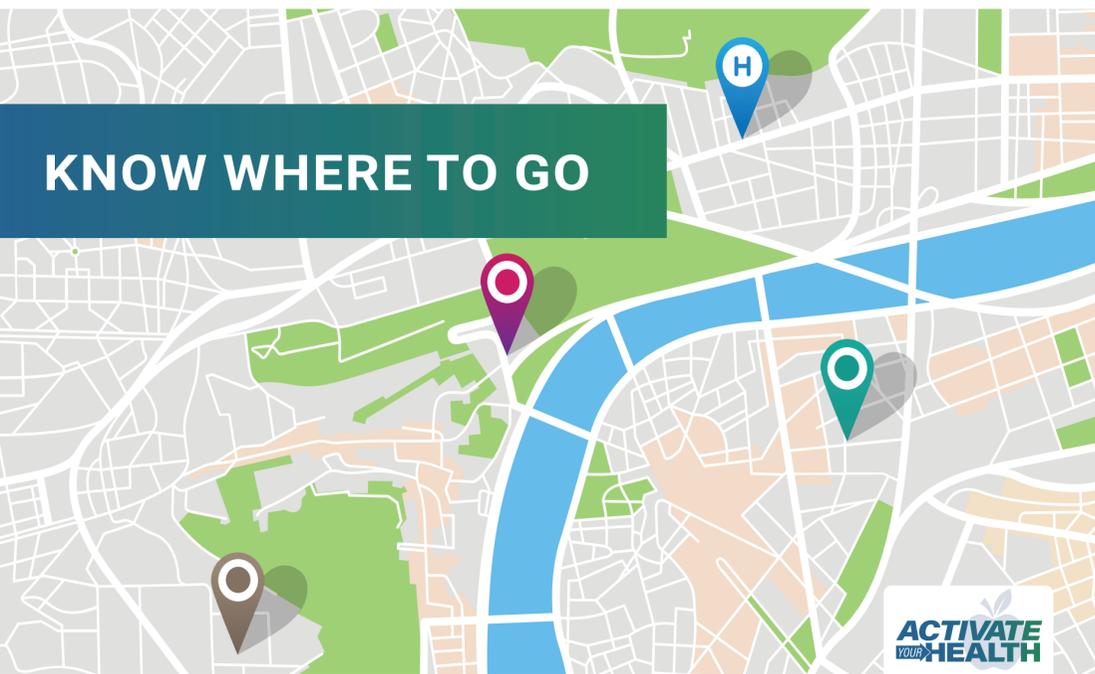


Where to get care | view in [Web Browser](#)



Hello,

Sometimes it's easy for participants to know when to go to an emergency room (ER), like when they have severe chest pain or bleeding that won't stop. At other times, it's less clear.

Knowing where to go can save participants time and money while getting them the care they need, when they need it. This week, Blue Cross and Blue Shield of Texas (BCBSTX) will email all TRS-ActiveCare participants with information that breaks down their options, which include:

Doctor's Office—typically the best place to go for non-emergency care, health exams, and regular screenings

Health Clinic—a low-cost alternative for minor health issues that doesn't require an appointment

TRs Virtual Health—a 24/7, low-cost option for minor health issues from the comfort of home

Urgent Care Facility—an option for more severe health issues requiring services like X-rays or stitches, at a lower cost than ERs

Hospital ER—the only choice in a true emergency or life-and-death situation

Every TRS-ActiveCare plan also includes telemedicine.

Participants may be able to use telemedicine with their current doctors, and **visits are no-cost through the end of the year.**

THE DANGERS OF USING FREESTANDING ERs

- **Out-of-pocket costs can skyrocket**
- **Necessary care may be delayed**

For more detailed information, you can direct participants to the [Where to Go for Care web page](#).

Thank you again for all you do. Don't forget you can always visit the [Benefits Administrators' website](#) for resources, including the [BA toolkit](#), [Benefit Booklets](#), and the [District Ambassador Directory](#).

Sincerely,
The TRS-ActiveCare Team

www.bcbstx.com/trsactivecareba

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ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 855 710 6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 855 710 6984 (TTY: 711).

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