

Know where to go to get the right care and save money



Need health care over Thanksgiving break? Knowing where to go can help you get the right kind of care and save you money.

Remember, if you're experiencing a life-threatening emergency, get to the nearest hospital or call 911.

Think virtual first

Get low-cost non-emergency care from anywhere with TRS Virtual Health. Board-certified doctors offer virtual medical appointments 24 hours a day, seven days a week. You can also make a low-cost virtual mental health appointment. Register for TRS Virtual Health today so it's there when you need an appointment.

Get help making an appointment

Get help finding a provider or making an appointment 24/7 by connecting with a Personal Health Guide (PHG). Call **1-866-355-5999** or text through the **BCBSTX App**, anytime day or night.

Stay away from freestanding ERs

Freestanding ERs look like urgent care centers but can cost you hundreds or even thousands more. They may also need to transfer you to a real ER. This would increase your costs and delay your care.

Spotting freestanding ERs:

1. They look like urgent care centers but include "EMERGENCY" or "ER" in the name.
2. They're usually open 24 hours a day, seven days a week. Urgent Care Centers typically close at night.
3. They're not connected to a hospital.

Your Primary Care Provider (PCP)

Schedule an appointment with your PCP for:

- annual health exams (no cost)
- minor injuries/illness
- routine screenings (no cost)

If your situation requires further attention, your PCP can help you find a specialist.

TOTAL COST: 💰

Retail Clinic

These are found in stores and pharmacies and are an excellent low-cost option for minor, non-emergency health issues when your doctor isn't available. Visit a retail clinic for things like:

- fever/cold/flu
- infections
- migraines
- sore or strep throat

TOTAL COST: 💰💰

Urgent Care

Visit an urgent care center when it's not an emergency, but you still need immediate attention. They're convenient and more affordable than hospital ERs, with evening, weekend, and holiday hours for things like:

- cuts that require stitches
- minor burns
- sprains

TOTAL COST: 💰💰💰

Emergency Room

For emergencies, call 911, or go to your nearest ER.

Symptoms that require a visit to the ER may include:

- chest pain
- heart attack
- heavy bleeding
- stroke
- sudden or severe pain
- trouble breathing

TOTAL COST: 💰💰💰💰

Where to go instead of a freestanding ER

Your Primary Care Provider (PCP) or doctor – Check with your PCP or doctor about Thanksgiving hours and schedule an appointment for:

- minor injuries/illnesses
- no-cost routine screenings or annual health exams

Walk-in clinic – These are found in stores and pharmacies and offer extended hours. No appointment is needed. Get quality, low-cost care for minor, non-emergency health issues like:

- fever/cold/flu
- infections
- migraines
- sore or strep throat

Urgent care – Urgent care centers offer convenient locations and don't require an appointment. Get non-emergency care and lower prices than hospital emergency rooms to treat conditions like:

- cuts that require stitches
- minor burns
- sports injuries
- sprains
- infections

Potentially life-threatening conditions

If you're experiencing any of these symptoms or conditions, call 911 or go to your nearest ER:

- chest pain
- heart attack
- heavy bleeding
- stroke
- sudden or severe pain
- trouble breathing

Find an in-network facility

Your care will always cost less if you stay in network. Connect with a PHG 24 hours a day, seven days a week, by phone at **1-866-355-5999** or through the **BCBSTX App**, for help finding a provider.

Get Care

bcbstx.com/trsactivecare



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