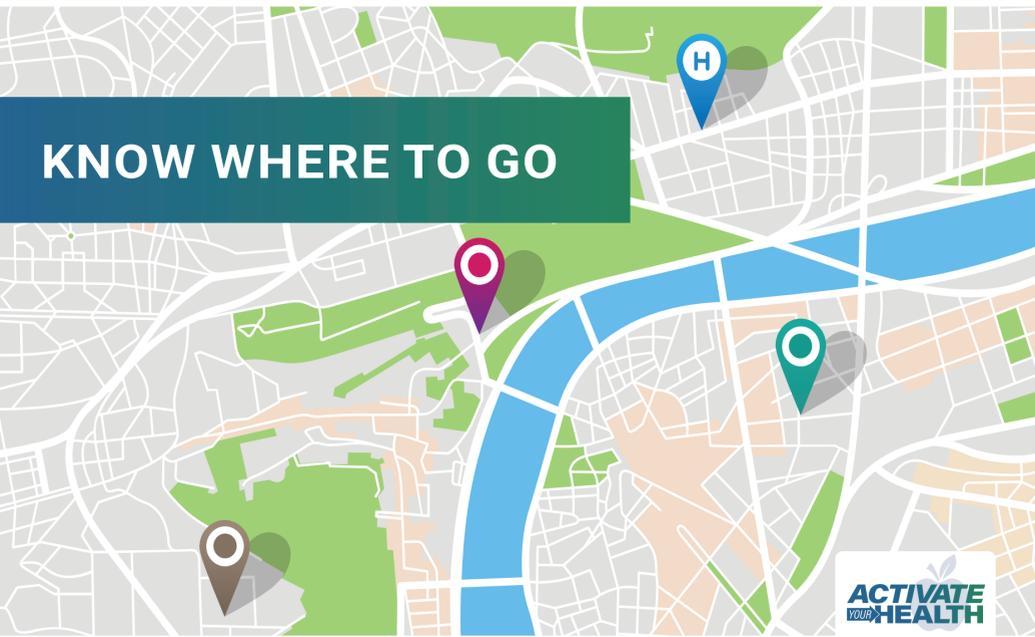


Deciding where to go for health care | view in [Web Browser](#)



Sometimes it's easy to know when to go to an emergency room (ER), like when you have severe chest pain or bleeding that won't stop. At other times, like when you have the flu or a broken arm, it's less clear.

Knowing where to go can save you time and money, while getting you the kind of care you need when you need it. With your TRS-ActiveCare plan, your options for care include:

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

Health Clinic—a low-cost alternative for minor health issues when your doctor's isn't available

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 that costs less than ERs

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

For more detailed information, visit our [Where to Go for Care page](#).

Your TRS-ActiveCare benefits cover telemedicine. Your primary care provider and current in-network specialists may be able to treat you online or over the phone. Telemedicine can be used for non-emergency medical and behavioral health care. **Visits are covered at no cost through the end of 2020.** Get more information about all your telemedicine options [here](#).

Avoid Freestanding ERs

Freestanding ERs look like Urgent Care Centers but cost A LOT more. They're typically out of network and unequipped to treat real emergencies, so you could end up with a huge bill and without the care you need.

Not sure how to tell a Freestanding ER from an Urgent Care Center?

Learn more about this and get helpful tips for finding the right care at the right cost [here](#).

Download the BCBSTX App

Text* **BCBSTXAPP** to **33633** or search in the Apple App Store or Google Play Store to:

- Find an in-network provider
- Check your coverage
- Connect with a Personal Health Guide 24/7 for benefits help
- Connect with the 24/7 Nurseline for health-related questions and help deciding whether to go to the ER



www.bcbstx.com/trsactivecare

*Fees may apply.

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To get help and information in your language at no cost, call the customer service number on the back of your member card, or see our [Language Assistance page](#) for more information.

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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