

Open hours, where to go for care, and where to see Resource Guides



On behalf of everyone at TRS and Blue Cross and Blue Shield of Texas (BCBSTX), we wish you Happy Holidays.

As you get ready for winter break, we wanted to share some important information with you.

**Holiday Hours**

BCBSTX is closed:	
Day after Christmas	Monday, Dec. 26
Day after New Year's Day	Monday, Jan. 2

**Please note:** Personal Health Guides will be unavailable on these days. Call **1-866-355-5999** during open hours. The 24/7 Nurseline is open 365 days a year. Call **1-833-968-1770** day or night for help with non-urgent conditions or to find out where to go for care.

TRS is closed:	
Day before Christmas Eve	Friday, Dec. 23
Day after Christmas	Monday, Dec. 26
Day before New Year's Eve <i>(closing at 2 p.m.)</i>	Friday, Dec. 30
Day after New Year's Day	Monday, Jan. 2

Call TRS Customer Care at **1-800-223-8778** during open hours.

**Where To Go For Care**

Your regular providers may be closed when you need them over the holidays. Below is a reminder about where to go when you need care.

**Remember, if you're having a life-threatening emergency like chest pain, heart attack, heavy bleeding, stroke, or trouble breathing, get to the nearest hospital or call 911.**

**Think virtual first** – Get low-cost non-emergency care from wherever you are 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.

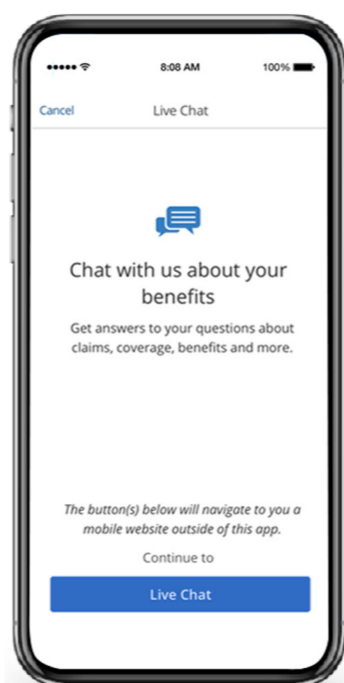
**Walk-in clinic** – These are found in stores and pharmacies and offer extended hours. You don't need an appointment for quality, low-cost care for minor, non-emergency health issues like cold or flu, sore throat, infections, or migraines.

**Urgent care centers** – Get non-emergency care and lower prices than hospital emergency rooms to treat conditions like cuts that need stitches, minor burns, and sprains. You don't need an appointment but be sure to ask if they offer web check-in, which will save you time.

**Get help making an appointment**

Connect with a Personal Health Guide (PHG) to get help finding a provider or making an appointment 24/7. Call **1-866-355-5999** or text through the [BCBSTX App](#), anytime day or night.

Download the app for easy access to your health care information anytime. In addition to chatting with a PHG, you can get your digital ID card and claims, coverage, and deductible information, all in one place.



**Beware of freestanding ERs**

Freestanding ERs look like urgent care centers but can cost you hundreds or even thousands more.

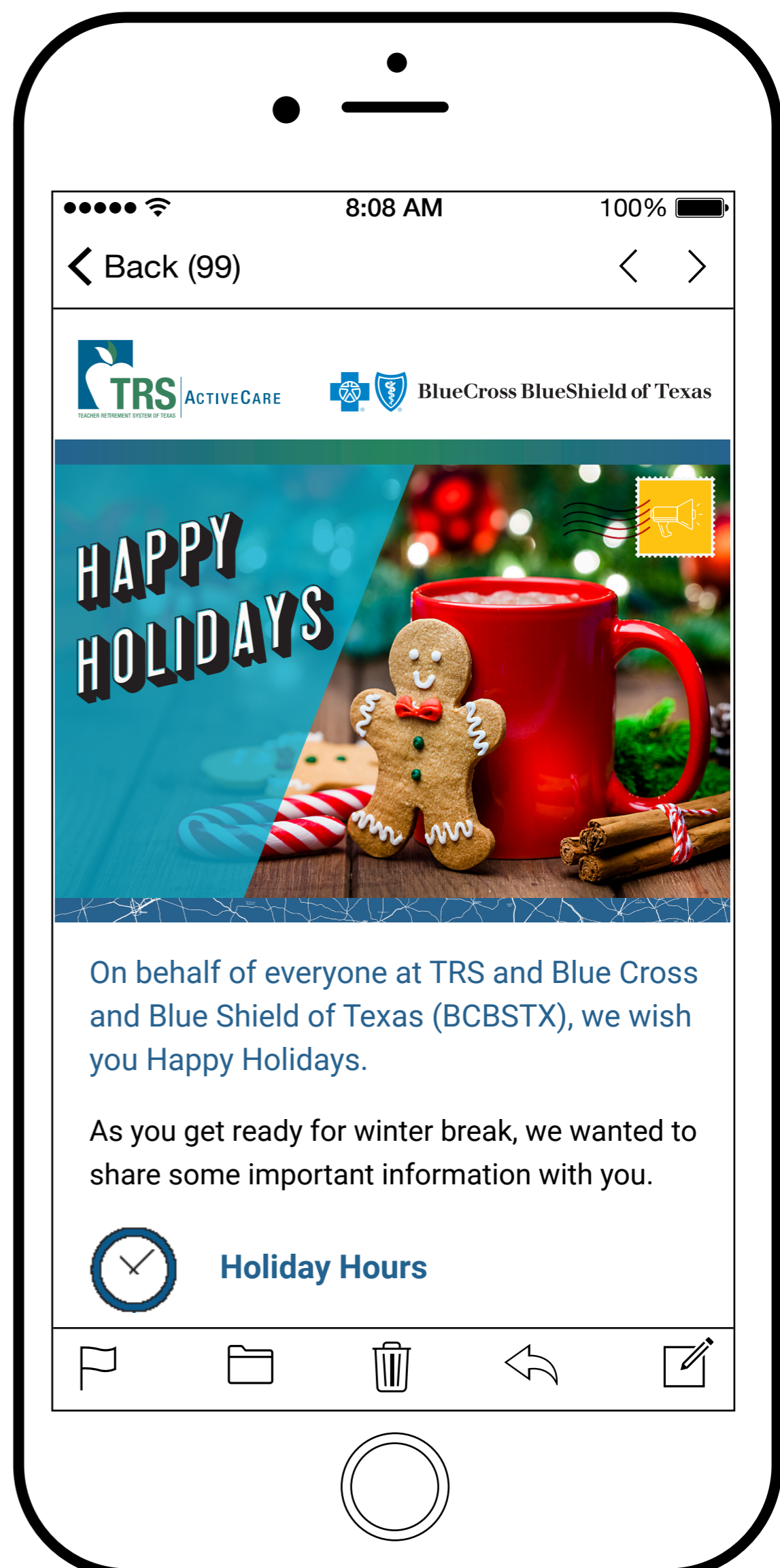
1. They look like urgent care centers but include "EMERGENCY" or "ER" in the name.
2. They're usually open 24 hours a day, seven days a week. Urgent care centers typically close at night.
3. They're not connected to a hospital.

**Resource Guides**

The 2022-23 TRS-ActiveCare [Resource Guides](#) are now online. You'll also get a printed copy in the mail soon.

Resource Guides have helpful information about TRS-ActiveCare benefits including wellness programs and valuable tips for saving money.

[Access the Guides](#)



[www.bcbstx.com/trsactivecare](http://www.bcbstx.com/trsactivecare)



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