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- Go to bcbstx.com and click) L Q G & D U H
- For personalized search results, log in or register at bcbstx.com and search in Blue Access for MembersSM
- Call Customer Service at the number on your ID card

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Worried you may be having a heart attack? Did you black RXW DIWHU D QDVW\ IDOO" (5 GRFWRUV DQG VWĐŠ WUHDW VHULRXV DQG life-threatening health issues 24/7.

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Freestanding ERs look a lot like urgent care centers, but PD\ QRW EH D•OLDWHG ZLWK DQ LQ means you could end up with a hefty bill (or several bills). You might even be sent to a hospital ER for care! Here are ways to spot a freestanding ER:

1. Look for "Emergency" on the building exterior.
2. Check the hours. If it's open 24/7, it's a freestanding ER. Urgent care centers close at night.

3.

If you need emergency care, call 911 or seek help from any doctor or hospital immediately.

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Appointments Ask Providers How they do and if it is appropriate for your condition(s).

1. 24/7 Nurseline is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the LQLWLDQ YLVLW EXW PD\ XVH YLGHU RU DXGLR IRU IROORZ XS YLVLWV Behavioral Health is not available on all plans.

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Members are strongly advised to search and verify the network status of any health care provider or facility before receiving care to avoid unexpected charges. Network participation may change, and it is the member's responsibility to review whether a provider is in network at the time of service.

Examples given for each care scenario are not intended as an exhaustive list. You may seek care and be treated for other conditions or illnesses other than those cited as examples.

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