

Know Where To Go For Care

	 BCBSTX 24/7 NURSELINE	 MDLIVE VIRTUAL CARE 24/7	 PRIMARY PHYSICIAN VISIT	 URGENT CARE CENTER** VISIT	 EMERGENCY ROOM** VISIT
MEMBER COST	FREE	FREE	\$30 Copay \$20 UT Tier Copay*	\$50 Copay	\$500 Copay
AVERAGE WAIT TIME	NONE	SHORT	Determined by physician office	Often less than ER	Varies by demand or severity of need
WHICH ONE DO I USE?	<p>Available 24/7 REGISTERED NURSE</p> <p>Questions & Concerns Health Advice Assess Severity Away from Home English or Spanish</p>	<p>Available 24/7 MINOR ILLNESSES</p> <p>Headaches Flu or Colds Fever Sore Throat Rashes Pink Eye Allergies MEDICATION REFILLS BEHAVIORAL HEALTH <i>(by appointment)</i></p>	<p>Hours vary PREVENTIVE CHECKUPS</p> <p>Acute Conditions Chronic Conditions Referrals to Specialists</p>	<p>Hours vary NON-EMERGENCY</p> <p>Severe Flu Migraine Headache Bronchitis Vomiting Asthma Back Pain Accidental Injuries Stitches</p>	<p>Available 24/7 SERIOUS ILLNESSES</p> <p>Chest Pain Stroke / Heart Attack Bleeding Broken Bones Seizures Problems Breathing Fainting Life-threatening issues</p>
	Perfect for when you're away from home, not feeling well , and trying to determine if you should seek additional treatment.		<i>*Tier providers are not available in all locations.</i>		<i>If you believe your life is in immediate danger, please call 9-1-1</i>
HOW TO CONTACT	Nurseline 888-315-9473	MDLIVE 888-680-8646 MDLIVE.com/bcbstx Registration Required	UT SELECT™ Concierge 866-882-2034 bcbstx.com/ut and search for a provider	UT SELECT™ Concierge 866-882-2034 bcbstx.com/ut and search for a provider	UT SELECT™ Concierge 866-882-2034 bcbstx.com/ut and search for a provider

**Members should be wary of any provider who does not collect a copay at the time of service when there should be a member out-of-pocket cost. Most in-person provider contracts require collection of a copayment, so by not collecting it and relying only upon the insurance's reimbursement, the provider may be in violation of contract. It may also induce members to seek treatment from more costly providers which can have a dramatic, negative financial impact on the UT SELECT Medical plan.