



May 1, 2018

<Individuals\_First\_Name> <Individuals\_Last\_Name>  
<Individuals\_Street\_Address>  
<Individuals\_City>, <Individuals\_State> <Individuals\_Zip\_Code>

**Subject:**  
**Make sure your ER visits are covered**

To contact us: 888-697-0683

Dear <Individuals\_First\_Name>,

As your health benefits company, we want to be good stewards. One of the ways we do that is to confirm that you have been billed correctly for the services and/or tests that you received. Or, we may provide information that may help you make the best choice possible when using your health benefits.

We want you to know that your health plan only covers emergency room (ER) services for emergency care. Starting June 4, 2018, you may be required to pay the entire ER bill if you go to an ER as a convenience for a condition you don't think is serious or life-threatening.

While this isn't a change to your benefits plan, we want to make sure you have the information you need to make decisions about your care options. Staying in network and choosing the best place for the care you need could lower your costs.

If you think your health issue is life-threatening, don't wait! Call 911 or go to the nearest ER. We've got you covered.

Consider these convenient alternatives when you don't think it's an emergency:

Your Doctor	24/7 Nurseline	Virtual Visit	Retail Clinic	Urgent Care
 Your first choice for non-emergency care	 Around the clock care 24 hours a day, 7 days a week <sup>1</sup>	 Live doctor or therapist visit 24/7 by phone, online video or mobile app. <sup>2,3</sup>	 For care when you can't see your doctor	 When it is not a true emergency but needs immediate attention
<b>Examples</b> • Fever, colds and flu • Sore throat • Stomach ache <b>Average costs:</b> \$ <b>Average wait time:</b> 18 minutes <sup>4</sup>	<b>Examples</b> Registered nurses are on call to answer your health questions and concerns. <b>Average costs:</b> Free <b>Average wait time:</b> 29 seconds	<b>Examples</b> Non-emergency medical and behavioral health conditions like: • Allergies • Cold/flu • Depression <b>Average costs:</b> \$ <b>Average wait time:</b> 20 minutes <sup>5</sup>	<b>Examples</b> • Infections • Minor injuries or pain • Flu Shots • Sore and strep throat <b>Average costs:</b> \$ <b>Average wait time:</b> 15 minutes	<b>Examples</b> • Cuts requiring stitches • Migraines or headaches • Back pain • Sprains or strains • Animal bites or rashes • Tolerable pain <b>Average costs:</b> \$\$ <b>Average wait time:</b> 16-24 minutes <sup>6</sup>

To learn more about your care options, try one of these:

- Visit our SmartER Care<sup>SM</sup> website at [smartercaretexas.com](http://smartercaretexas.com) to learn more about where you can go when you need care.
- Visit Blue Access for Members<sup>SM</sup> at [bcbstx.com](http://bcbstx.com) and click on the Find a Doctor link to find a doctor or urgent care clinic near you.
- Get the BCBSTX app. Text **BCBSTXAPP** to **336333\*** or search for BCBSTX in the iTunes App Store or Google Play.

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If you have any questions, please call the number on your member ID card.

Sincerely,

Your Customer Advocates  
Blue Cross and Blue Shield of Texas

<sup>1</sup> Check with your plan for availability.

<sup>2</sup> Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audio/video (video only), along with the ability to prescribe. Non-emergency medical service in Arkansas is limited to interactive audio/video (video only) for initial consultation, along with the ability to prescribe. Behavioral Health service is limited to interactive audio/video (video only), along with the ability to prescribe in all states. Service availability depends on location at the time of consultation.

<sup>3</sup> Virtual Visits, Powered by MDLIVE, may not be available on all plans. Virtual Visits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE is not an insurance product or a prescription fulfillment warehouse. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

MDLIVE, an independent company, operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission.

<sup>4</sup> Vitals Annual Wait Time Report, 2017.

<sup>5</sup> Vitals Annual Wait Time Report, 2017.

<sup>6</sup> Wait Time Trends in Urgent Care and Their Impact on Patient Satisfaction, 2017.

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If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984

العربية Arabic	إن كان لديك أو لدى شخص تساعدك أسئلة، فليك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم فوري، اتصل على الرقم 855-710-6984.
繁體中文 Chinese	如果您，或您正在協助的對象，對此有疑問，您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員，請撥電話號碼 855-710-6984。
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 855-710-6984 an.
ગુજરાતી Gujarati	જા તમને અથવા તમે મદદ કરી રહ્યા હોય એવા કોઈ બીજા વ્યક્તિને એસ.બી.એમ. કાર્યક્રમ બાબતે પ્રશ્નો હોય, તો તમને વિના ખર્ચે, તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો હક્ક છે. દુભાષિયા સાથે વાત કરવા માટે આ નંબર 855-710-6984 પર કોલ કરો.
हिंदी Hindi	यदि आपके, या आप जिसकी सहायता कर रहे हैं उसके, प्रश्न हैं, तो आपको अपनी भाषा में निःशुल्क सहायता और जानकारी प्राप्त करने का अधिकार है। किसी अनुवादक से बात करने के लिए 855-710-6984 पर काल करें।
日本語 Japanese	ご本人様、またはお客様の身の回りの方でも、ご質問がございましたら、ご希望の言語でサポートを受けたり、情報入手したりすることができます。料金はかかりません。通訳とお話される場合、855-710-6984 までお電話ください。
한국어 Korean	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 통역사가 필요하시면 855-710-6984 로 전화하십시오.
ລາສາລາວ Laotian	ຖ້າທ່ານ ຫຼື ຄົນທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອມີຄຳຖາມ, ທ່ານມີສິດຂໍເອົາການຊ່ວຍເຫຼືອ ແລະ ຂໍ ມູນບ່ອນນາສາຂອງທ່ານໄດ້ໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອວິມກັບນາຍແປພາສາ, ໃຫ້ໃບຫາບ 855-710-6984.
Diné Navajo	T'áá ni, éí doodago ła'da bíká anánłwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóótí'i' t'áá níík'e níká a'doolwoł dóó bína'idíłkidígíí bee níł hodoonih. Ata'dahalne'ígíí bich'i' hodíílnih kwe'é 855-710-6984.
فارسی Persian	اگر شما، یا کسی که شما به او کمک می کنید، سؤالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی، با شماره 855-710-6984 تماس حاصل نمایید.
Русский Russian	Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы связаться с переводчиком, позвоните по телефону 855-710-6984.
Español Spanish	Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa 855-710-6984.
اردو Urdu	اگر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کر رہے ہیں، کوئی سوال درپیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، 855-710-6984 پر کال کریں۔
Tiếng Việt Vietnamese	Nếu quý vị, hoặc người mà quý vị đang giúp đỡ, có câu hỏi, thì quý vị có quyền được giúp và nhận thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 855-710-6984.



**Health care coverage is important for everyone.**

We provide free communication aids and services for anyone with a disability or who needs language assistance.  
We do not discriminate on the basis of race, color, national origin, sex, gender identity, age or disability.

To receive language or communication assistance free of charge, please call us at 855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator  
300 E. Randolph St.  
35th Floor  
Chicago, Illinois 60601

Phone: 855-664-7270 (voicemail)  
TTY/TDD: 855-661-6965  
Fax: 855-661-6960  
Email: [CivilRightsCoordinator@hcsc.net](mailto:CivilRightsCoordinator@hcsc.net)

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building 1019  
Washington, DC 20201

Phone: 800-368-1019  
TTY/TDD: 800-537-7697  
Complaint Portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>  
Complaint Forms: <http://www.hhs.gov/ocr/office/file/index.html>