

24/7 Nurseline



Experience. Wellness. Everywhere.SM

Answering Your Health Care Needs

Maintaining your health starts by asking the right questions at the right time. And we all know that sometimes those questions come up unexpectedly, like when the doctor's office is closed. That's why Blue Cross and Blue Shield of Texas (BCBSTX) is proud to offer the **24/7 Nurseline**.

Around-the-Clock Access

As part of the **Blue Care[®] Connection program**, the 24/7 Nurseline provides you with 24-hours a day/seven days a week access via a toll-free telephone number to experienced registered nurses who understand your health care concerns.

The program covers four areas of medical decision making, including: medical concerns, major medical issues, chronic illness support and lifestyle change support.

You'll have around-the-clock access to a knowledgeable nursing staff with years of experience in multiple areas, including:

- Emergency room care
- Urgent care
- Clinical setting
- Family care
- Certified health triage

Audio Health Library

Sometimes you may want to get basic health information on a specific topic. We encourage you to use the 24/7 Nurseline audio library. Just call the 24/7 Nurseline number to choose a topic from more than 1,200 pre-recorded health topics. The program is available in English and Spanish.

Contact Information

The 24/7 Nurseline is available at no out-of-pocket expense to you. All it takes is a simple call to the toll-free phone number listed on the back of your ID card, or you can call the universal phone number through BCBSTX at **1-866-412-8795**.

Note: This service is not a substitute for medical care. You should consult a health professional for diagnosis and treatment.



**BlueCross BlueShield
of Texas**

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In addition to the assistance provided by the 24/7 Nurseline, every member — regardless of your personal health status — can take advantage of important health and wellness online resources from Blue Cross and Blue Shield of Texas.

Personal Health Manager

With Personal Health Manager, the support and resources you need to manage your health online are just a click away. By logging into Blue Access[®] for Members and clicking on Personal Health Manager you can:

- Earn **Blue PointsSM** every time you use the health and wellness features in the **For Your Health** section. Receive up to 1,000 points a week when you set up and track the progress of an exercise or meal program, read and rate health and wellness related articles or e-mail your health-related questions to licensed professionals.
- Complete a health risk assessment to evaluate your health status.
- Request fitness and weight loss advice with **Ask A Dietitian**.
- Receive help on managing stress, workplace conflicts or other issues with **Ask A Life Coach**.
- Ask registered nurses health related questions online with the **Ask A Nurse** feature.
- Set up a personal health record to keep track of health information in one secure Web location.
- Receive targeted wellness information via e-mail to help manage specific medical conditions, including alerts for screening tests, and set up reminders for medical appointments and medication refills.
- Access wellness tracking tools, videos and interactive tutorials.
- Get information on exercise, nutrition and lifestyle issues in the **For Your Health** section.

Blue Access[®] for Members

For personalized information about your health care benefits and coverage, log in to Blue Access for Members where you'll find:

- Confirmation of when claims are paid and payment amounts
- Physician, hospital and pharmacy network directories
- Information on prescription drugs and a link to the Member Preferred Drug List
- Help desk assistance is available at **1-888-706-0583**

www.bcbstx.com