



TRINITY INDUSTRIES

SAVE TIME AND MONEY. CHOOSE THE RIGHT CARE.

SKIP THE ER WHEN IT'S NOT AN EMERGENCY

Making smarter choices about where you seek care can save you time, stress, and money. Whether you're dealing with a minor illness or a major emergency, knowing where to go helps you use your benefits wisely and avoid unnecessary costs.



START WITH TELADOC

- **FREE** and available 24/7
- Colds, flu, or mild fever
- Rashes or skin concerns
- Medication refills
- Mental health check-ins
- Sleep, migraine, or digestive concerns



URGENT CARE

- Minor cuts, sprains, or burns
- Earaches, sore throats, or flu symptoms
- Pink eye, UTIs, or minor infections
- Nausea, vomiting, or diarrhea
- Mild asthma symptoms



EMERGENCY ROOM

- Signs of stroke (numbness, slurred speech)
- Head injuries or major trauma
- Broken bones with deformity
- Seizures or fainting
- Severe allergic reactions
- Severe burns

FINDING CARE WITH BCBSTX

Text **BCBSTXAPP** to **33633** for a link to download the app, visit **www.bcbstx.com** to login and find a provider or call **(877) 278-5205** to talk to speak with a Benefit Value Advisor.

AVOID COSTLY HEALTHCARE SURPRISES

Free-standing ERs can cost substantially more than other care options. If an emergency room is not connected to a hospital, it may be a free-standing ER. For true emergencies, seek care at a hospital-based ER. For minor illnesses or injuries, choose urgent care, primary care, or Teladoc to receive the right care at a lower cost.



START WITH TELADOC: FREE 24/7 CARE!

Teladoc virtual care is FREE for all Trinity Industries employees and available 24/7, anywhere. Use Teladoc for many non-emergency medical concerns and get care without the cost and wait of an urgent care or ER visit.

Scan the QR code or visit **teladochealth.com** to get started.

For life-threatening emergencies, call 911 or go to a hospital-based emergency room.



KNOW YOUR OPTIONS: WHERE TO GO WHEN

Avoid unnecessary healthcare costs, long wait times,
and crowded waiting rooms.

VIRTUAL VISIT WITH TELADOC

- Available 24/7/365 and it's **FREE!** Talk with a doctor via your computer or mobile phone
- Use for nonemergency conditions
- Medication may be prescribed
- Takes 10-15 minutes
- Call 1-800-835-2362 to get immediate care

FOR HELP WITH

- Allergies/cough/cold/flu
- Diarrhea and stomach aches
- Rash/sore throat/infections

COST
\$0!

PRIMARY CARE PHYSICIAN

- Generally best place for routine, preventive or non-emergency care
- Established relationship and able to treat based on knowledge of medical history
- Text BCBSTXAPP to 33633 for a link to download the app

FOR HELP WITH

- Routine exam & general health management
- Vaccinations
- Preventive services
- Sprains and strains

COST
\$\$

URGENT CARE CENTER

- Hours vary and usually open evenings, weekends and holidays
- Use when doctor's office is closed and not a true emergency
- Average wait time is 11-20 minutes
Online and/or phone check-in

FOR HELP WITH

- Sprains and strains
- Minor infections
- Small cuts that may require stitches
- Minor burns

COST
\$\$\$\$

EMERGENCY ROOM CONNECTED TO A HOSPITAL

- Open 24/7/365
- Place to go for true medical emergency or trauma
- Average wait time is over 4 hours
- Multiple bills for services such as doctor and facility

FOR HELP WITH

- Any life-threatening or disabling condition
- Sudden loss of consciousness
- Major injuries
- Chest pain; numbness; difficulty speaking
- Broken bones

COST
\$\$\$\$\$

FREE-STANDING EMERGENCY ROOM*

- Open 24/7/365
- Does not include trauma care or cardiac services requiring catheterization
- May be out-of-network, which means you'll pay more
- May provide imaging and lab services
- Does not always accept ambulances
- Transfer to a hospital may be required for true emergencies

FOR HELP WITH

- Most major injuries except trauma
- Severe pain

*To save yourself
time and money,
avoid this option
at all costs.

COST
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