



BlueCross BlueShield
of Texas



TRINITY INDUSTRIES



24/7 Nurseline

Nurses available anytime you need them. Health happens – good or bad, 24 hours a day, seven days a week. That is why we have registered nurses waiting to talk to you at no cost to you when you call our 24/7 Nurseline.*



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24/7 Nurseline

Call for answers to your health questions – 24/7

800-581-0368



Blue Cross and Blue Shield of Texas, a Division of
Health Care Service Corporation, a Mutual Legal Reserve Company,
an Independent Licensee of the Blue Cross and Blue Shield Association

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766639.0824

Our nurses can answer your health questions and try to help you decide whether you should go to the emergency room or urgent care center or make an appointment with your doctor. You can also call the 24/7 Nurseline whenever you or your covered family members need answers to health questions about:

- Asthma
- Dizziness or severe headaches
- Cuts or burns
- Back pain
- High fever
- Sore throat
- Diabetes
- A baby's nonstop crying
- And much more

Plus when you call, you can access an audio library of more than 1,000 health topics – from allergies to surgeries – with more than 500 topics available in Spanish.

Benefits Value Advisor

Available 24/7 to explain your benefits and provide guidance on how to use them^{2,3}

877-278-5205



Let a Benefits Value Advisor help you get the most from your health plan

BVAs make it easier to use your health plan, while helping you save time and money. They are available 24 hours a day, seven days a week to explain your benefits and provide guidance on how to use them. More to come.

¹For medical emergencies, call 911. This program is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.

²Benefits Value Advisors offer cost estimates for procedures and services from various providers and facilities. Lower pricing and cost savings are dependent on the provider or facility you choose. Benefits Value Advisors do not give medical advice. Talk to your doctor or health care professional about any health questions or concerns.

³Excludes major U.S. holidays.

* In the event of an emergency, this service should not take the place of an emergency room.