

Holiday hours, where to go for care and Resource Guides



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Happy Holidays from your friends at TRS and Blue Cross and Blue Shield of Texas!

Winter break is finally here! Here's what you need to know.

Holiday Hours

BCBSTX and TRS are closed:
Monday, Dec. 25 – Tuesday, Dec. 26
Monday, Jan. 1 – Tuesday, Jan. 2

Personal Health Guides are unavailable on these days. However, the 24/7 Nurseline is open 365 days a year. You can call **1-833-968-1770** day or night for help with non-urgent conditions or to find out where to go for care.

Where To Go For Care

Your regular provider may be closed over the holidays. Don't stress about where to go for care.



Think virtual first – Get low-cost non-emergency care from wherever you are with [TRS Virtual Health](#). Board-certified doctors offer virtual medical appointments 24 hours a day, seven days a week. You can also make a virtual mental health appointment.



Walk-in clinic – These are found in stores and pharmacies and offer extended hours. You don't need an appointment for quality, low-cost care for minor, non-emergency health issues like cold or flu, sore throat, infections, or migraines.



Urgent care centers – Get non-emergency care and lower prices than hospital emergency rooms to treat conditions like cuts that need stitches, minor burns, and sprains. You don't need an appointment but be sure to ask if they offer web check-in, which will save you time.

Connect with a PHG to get help finding a provider or making an appointment 24/7. Call **1-866-355-5999** or text through the BCBSTX App, anytime day or night.



Remember, if you have a life-threatening emergency like chest pain, heart attack, heavy bleeding, stroke, or trouble breathing, get to the nearest hospital or call 911.

Beware of Freestanding ERs

Learn how to spot them and save hundreds or even thousands of dollars.

1. They look like urgent care centers but include "EMERGENCY" or "ER" in the name.
2. They're usually open 24 hours a day, seven days a week. Urgent care centers typically close at night.
3. They're not connected to a hospital.

Resource Guides

The 2023-24 TRS-ActiveCare Resource Guides are now online. If you're new to TRS-ActiveCare or recently switched plans, you'll get a copy in the mail soon. Resource Guides have helpful information about TRS-ActiveCare benefits including wellness programs and valuable tips for saving money.

[Get the Guides](#)



Help us make health care easy for you.

Please [take this quick, five-question survey](#) to help us improve your TRS-ActiveCare experience!

bcbstx.com/trsactivecare



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