



# Get Ready to Make Health Care Easier



Want to leave frustration behind? We hear you! You have a Personal Health Guide from Blue Cross and Blue Shield of Texas who can help you at every step – from transition of care to finding a provider.

## Personal Health Guides are only a phone call away at 1-866-355-5999.

During Annual Enrollment, you can call a Personal Health Guide for help with benefits questions such as:

- selecting a benefits plan
- how to find or choose a primary care provider (PCP)
- general benefits questions
- and more!

Throughout your health care journey, you can call a Personal Health Guide to make the most of your new benefits such as:

- transition of care
- claims questions
- registering for Blue Access for Members<sup>SM</sup>
- scheduling appointments
- finding in-network providers
- cost estimates
- preauthorization
- and more!



### Call a dedicated Personal Health Guide at 1-866-355-5999.

- Beginning June 1, the hours are 7 a.m. - 6 p.m. Monday through Friday.
- Beginning September 1, the hours are 24/7/365.

[www.bcbstx.com/trsactivecare](http://www.bcbstx.com/trsactivecare)



BlueCross BlueShield of Texas



### Your Doctor is in with Provider Finder®

Establishing care with a PCP is an important step in managing your health. Your PCP will get to know you and understand your overall health needs to help you reach your goals. With Provider Finder, you can find the right doctor to manage your care.

Provider Finder is a fast, easy-to-use tool that can help you see which doctors, hospitals and drugstores are in network. Just go to [www.bcbstx.com/trsactivecare](http://www.bcbstx.com/trsactivecare) and click on the **Doctors and Hospitals tab**. Next, click on your benefits plan. Then you will be able to:

- search by specialty, ZIP code, language, gender and more
- see certifications and recognitions
- compare quality awards
- read reviews

If you don't find your provider in the directory, call a Personal Health Guide at **1-866-355-5999**.

### The Importance of a PCP

No matter what plan you select, having a PCP can benefit your health and your budget. Your PCP will:

- get to know you and your health history
- treat routine health issues like colds, flu, allergies and more
- provide preventive care such as your wellness exam
- decide if you need lab work or should see a specialist

If you choose TRS-ActiveCare Primary or TRS-ActiveCare Primary+, you're required to have a PCP to manage your health care needs. Your PCP is responsible for coordinating your care and managing any referrals to see specialists.

If you choose TRS-ActiveCare HD or have TRS-ActiveCare 2, you're not required to select a PCP.

To keep your health care costs as low as possible, remember to always select providers in-network.

### Transitioning Your Care

The providers you're currently seeing are most likely in our provider networks.

If you're receiving treatment from a provider who is out-of-network, you can apply to continue treatment with them temporarily. To continue with your care, certain eligibility guidelines need to be met.

To find out more, call a Personal Health Guide at **1-866-355-5999**.

The TRS-ActiveCare Benefits Booklet will be available online after mid-July at [www.bcbstx.com/trsactivecare](http://www.bcbstx.com/trsactivecare).

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