



TRS

TEACHER RETIREMENT SYSTEM OF TEXAS

ACTIVECARE



2026-27

BENEFITS ADMINISTRATORS REFERENCE GUIDE

www.bcbstx.com/trsactivecareba

Contacts for Benefits Administrators

For more information about who to contact on your TRS-ActiveCare Service Team, go to www.trs.texas.gov/health-benefits/employers/benefit-admins/service-teams.

TRS-ActiveCare Operations Team

The TRS-ActiveCare Operations Team works with district leaders. The TRS-ActiveCare Operations Manager and Consultants work directly with districts to support communication, collaboration and ongoing engagement. They:

- serve as the primary point of contact
- bring district concerns and opportunities to TRS leadership
- help with district-level claims requests
- help onboard districts
- guide and support districts as they consider the plan
- provide support for district meetings or health fairs with district ambassadors

Examples of when to contact the TRS-ActiveCare Operations Team include:

- You have a problem and need support coordinating District Ambassadors and Benefit Administrator Advocates.
- District leadership is planning a district meeting and would like support.
- District leadership is getting a lot of questions about employee benefits and needs help with answers.

Benefits Administrator Advocate

BAAs respond to questions from Benefits Administrators about eligibility, enrollment and district billing. BAAs:

- support eligibility questions, escalations and exceptions
- reconcile bills and split billing
- provide access to the bswift® portal
- confirm disability determinations
- handle third-party administrator discrepancy reports

Examples of when to contact a BAA include:

- An employee shows as enrolled in your system but doesn't appear to have active coverage with Blue Cross and Blue Shield of Texas.
- Someone is on your bill but is no longer employed by the district and you need help resolving it.
- You need support with a billing or coverage exception or help understanding the resolution.
- You want to check the status of a split bill application.
- You're helping an employee make a change to their benefits and need to understand how it will impact their effective date or premiums.
- An employee has questions about prescription coverage under Express Scripts.



bswift Portal:
trsactivecare.bswift.com

Contacts for Benefits Administrators

TRS Medical District Ambassador

Medical DAs interact with district leaders to provide unique and personalized support to every Texas school district. DAs:

- act as strategic partners for district leadership and an extension of TRS
- help with wellness initiatives and programs
- analyze trends in the employee health care market to assist district decision making and reduce participant costs
- offer Annual Enrollment and health fair support
- understand developments in TRS that affect your district's health plans

Examples of when to contact a Medical DA include:

- District leadership has questions or concerns about health care costs, TRS-ActiveCare plan options or budget impacts.
- Employees are sharing concerns about benefits, access to care or overall experience, and you want to share feedback or explore solutions.
- District leadership is planning a benefits fair and would like support explaining medical benefits or coordinating vendors.
- District leadership is getting a lot of questions about employee benefits and needs help with answers.



BA Toolkit:

www.bcbstx.com/trsactivecare/ba-toolkit

TRS Pharmacy District Ambassador

Pharmacy DAs are experts on your pharmacy coverage. They're here to help district leaders, Benefits Administrators and employees with questions or anything they need. DAs:

- act as an extension of TRS related to pharmacy benefits
- proactively monitor and identify trends in pharmacy use
- offer health fair support
- provide resolution assistance on escalated service issues and operational deliverables

Examples of when to contact a Pharmacy DA include:

- Several employees are having similar issues with pharmacy benefits or getting medication. You have ideas for improvement.
- District leadership has questions or concerns about pharmacy costs and benefits.
- You need specialized pharmacy support for a benefits fair.
- An employee has contacted Express Scripts by Evernorth® Pharmacy Benefits Services but needs help getting their issue resolved.

Contacts for Employees

Personal Health Guide

PHGs respond to questions from BAs about an employee's benefits and medical services. PHGs:

- provide support for benefits, claims, recommended clinical review and referrals
- help find in-network Primary Care Providers
- help navigate TRS-ActiveCare resources, including the 24/7 Nurseline, pharmacy, clinical teams, etc.
- help with scheduling appointments

Examples of when to contact a PHG include:

- An employee has questions about the status of a recommended clinical review or referral.
- An employee needs a case manager for clinical support, guidance or coordination of care.
- You need to update an employee's record who has a different insurance provider.
- You have questions about a provider's network status.
- You have questions about a letter an employee received from BCBSTX.



1-866-355-5999

6 a.m. to 11 p.m.,
seven days a week

Health Advisor

Health Advisors are dedicated medical professionals who give employees extra support when applicable. Health Advisors:

- may help employees manage chronic conditions
- get employees the care they need for serious illnesses or injuries
- may help employees manage high-risk pregnancies
- support employees who've been in the hospital or had a major surgery

Examples of when to contact a Health Advisor include when an employee needs:

- guidance after being in the hospital or having major surgery
- help managing a chronic condition
- assistance getting care after a serious illness or injury
- help during pregnancy and after their baby's birth
- help anticipating health issues before they become urgent
- to better understand a new diagnosis
- help scheduling appointments and coordinating treatments, including travel
- help accessing wellness programs



1-866-355-5999

7 a.m. to 6 p.m.,
Monday-Friday,
choose option 2

Additional Resources

Contact Title	Contact Information	Primary Audience	Can help with
TRS-ActiveCare Operations Team	www.trs.texas.gov/health-benefits/employers/benefit-admins/ambassadors	District Leadership	- district leadership questions - district-level claims requests - district onboarding
TRS-ActiveCare Website	www.bcbstx.com/trsactivecare	TRS-ActiveCare participants	- benefits and coverage information - doctors and hospitals information - Provider Finder® online directory - wellness programs information - downloadable documents and forms - Blue Access for MembersSM login - Member Rewards
TRS-ActiveCare Welcome Website	www.bcbstx.com/trsactivecare/welcome	TRS-ActiveCare participants	- plan information - Provider Finder® online directory - Member Rewards - wellness program information - "how-to" videos
TRS Resources for Participants	www.trs.texas.gov/pages/healthcare_trs_activecare.aspx	TRS-ActiveCare participants	- plan information - links to useful websites - health care video and presentation library
TRS Resources for Benefits Administrators	www.trs.texas.gov/employers	District BA	- general resources - TRS forms
Express Scripts	www.esrx.com/trsactivecare 1-844-367-6108	TRS-ActiveCare participants	- prescription drug coverage information
24/7 Nurseline	1-833-968-1770	TRS-ActiveCare participants	- advice from a registered nurse - finding appropriate level of care
Maternity Program	1-888-421-7781	TRS-ActiveCare participants	- questions about the maternity program available to women with high-risk pregnancies
TRS	1-888-237-6762	TRS-ActiveCare participants	- TRS-ActiveCare general questions

Personal Health Guides

OVERVIEW

A dedicated team of specially trained PHGs are available to help participants understand their health care plans and get the most from their benefits. Participants can call or chat with a PHG anytime.



FOR MORE INFORMATION

www.bcbstx.com/trsactivecare

Call a PHG at **1-866-355-5999**.

FEATURES

PHGs can help participants with:

- choosing a health care plan
- finding or changing a PCP
- finding in-network providers
- transitioning care
- benefits and coverage questions
- recommended clinical reviews
- claims questions
- cost estimates
- scheduling appointments
- the website and mobile tools
- connecting with a nurse to learn more about a diagnosis or medical condition
- shopping for Member Rewards
- understanding tiering and how it can save them money
- and more!

HOW IT WORKS

Connecting with a PHG

Participants can call a PHG at **1-866-355-5999**, from 6 a.m. to 11 p.m., seven days a week.

Participants can also chat live with a PHG by logging in to BAMSM or the BCBSTX App.

On a computer, participants can click **Chat live with customer service** on the main page or on the Contact Us page of BAM. Then, they'll fill out a brief form and click **Start Chat**.

Using the BCBSTX App, participants can find the chat link on the **Contact Us** page. Then, they'll click **Live Chat**, fill in their phone number, the name of the person who needs help, the reason for the chat and click **Start Chat**.

Why it matters?

When your employees have experts to help them understand their health plans and benefits, they're more likely to engage in preventive care and to manage their chronic health conditions.

ID Card Information

OVERVIEW

All ID cards display participants' ID numbers, plan names, deductible and maximum out-of-pocket information and coverage start dates. If a participant's plan requires a PCP, their doctor's name is on the ID card. Participants can also find copay information and the phone number for PHGs.

Note: TRS-ActiveCare participants who change plans and newly enrolled TRS-ActiveCare participants will receive new ID cards for the plan year. If benefits change for any TRS-ActiveCare plan, those participants will get new ID cards that reflect the changes.



FOR MORE INFORMATION

www.bcbstx.com/trsactivecare

Call a PHG at 1-866-355-5999.

Blue Access for EmployersSM

OVERVIEW

BAESM is a secure website where you can quickly and accurately perform online transactions for a variety of membership activities. A TRS Delegated Administrator will give you access to BAE so you can use all its tools and features.

You'll automatically receive an email with instructions on how to register for BAE once your account information has been added to our system. You'll have 30 days from when you receive this email to register.

FEATURES

BAE is built to meet the needs of BAs. Once you're logged in, you can:

- check participants' eligibility
- order replacement and temporary ID cards

Please note that demographic changes cannot be done through BAE.



FOR MORE INFORMATION

BAE is available:

Monday through Friday, 5:30 a.m. to midnight

Saturday, 5:30 a.m. to 6 p.m.

Sunday, 5:30 a.m. to midnight

If you have any questions about BAE, please call the help desk at **1-888-706-0583**.

The help desk is available:

Monday through Friday, 7 a.m. to 10 p.m.

Saturday, 7 a.m. to 3:30 p.m.

TO REQUEST ACCESS TO BAE:

- complete form online: www.bcbstx.com/trsactivecareba/pdf/trs-bae-access-request-form.pdf
- return form to BCBSTX at TRS_BAE_Access@bcbstx.com
- allow up to three business days for processing
- you'll get a confirmation with a unique user ID and password

Why it matters?

BAE is a secure website that lets BAs quickly and accurately complete a variety of transactions for employees in their districts.

Blue Access for Members and the BCBSTX App

OVERVIEW

BAM and the BCBSTX App put a wealth of resources at your employee's fingertips. Participants and their dependents age 18+ can register for BAM or download the app. They can access BAM from their computers, mobile phones or tablets.

FEATURES

With BAM and the BCBSTX App, participants can:

- use Provider Finder to search for an in-network health care provider, hospital or pharmacy
- get digital ID cards
- check the status or history of a claim
- view or print Explanation of Benefits statements
- use cost savings tools to find the prices of hundreds of tests, treatments, and procedures which could earn them money through Member Rewards

HOW IT WORKS

To register for BAM, participants can:

1. Go to **www.bcbstx.com/trsactivecare**.
2. Click **Log In**.
3. Use the information on their ID card to sign up. If they haven't received their ID card, they can call a PHG at **1-866-355-5999** to get their ID number or a temporary ID card.

To get the BCBSTX App, participants can:

1. Text BCBSTXAPP to 33633, or
2. Download the app in the **Apple Store** or **Google Play**.



FOR MORE INFORMATION

www.bcbstx.com/trsactivecare

Call a PHG at **1-866-355-5999**.

Why it matters?

With BAM or the BCBSTX App, participants can find information about their health plans and benefits in one place. This makes it easier to manage their health and wellness.

Provider Finder

OVERVIEW

Provider Finder lets participants look up doctors, hospitals and other providers by location. They can research providers using patient reviews, certifications and recognition information.

TOP PERFORMING PHYSICIAN

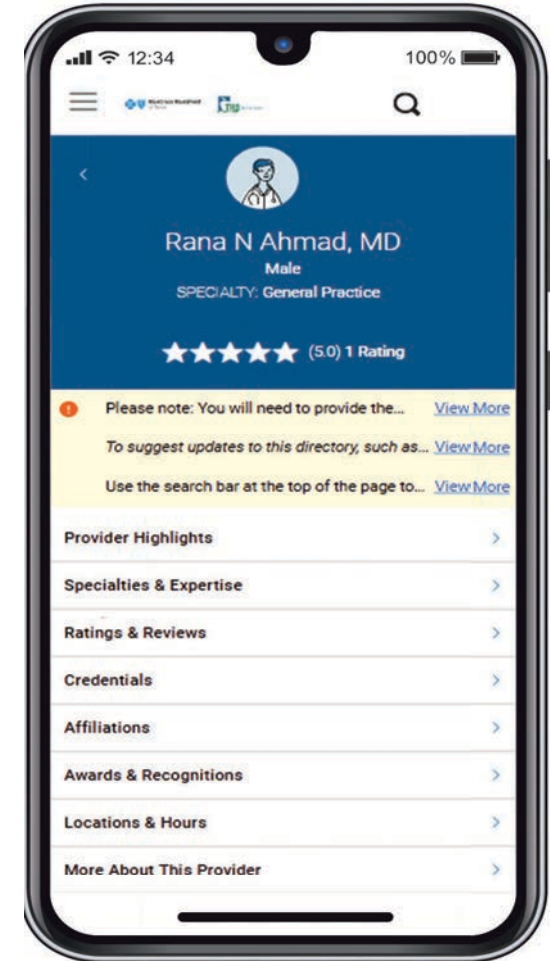
Highly rated providers will have a Top Performing Physician badge in Provider Finder. They:

- are cost-efficient
- follow best practice clinical guidelines
- provide quality care, consistently

HOW IT WORKS

To find a provider, participants should:

1. Go to www.bcbstx.com/trsactivecare
2. Log in to **BAM**
3. Select **Find Care and Member Rewards** then **Medical** and then **Find a Doctor or Hospital**





English  [Log In](#)

[Browse by Category](#)

 **Rana N Ahmad, MD**
Male
SPECIALTY: General Practice
★★★★★ (5.0) • 1 Rating
[Print](#) [Share](#)

[Provider Highlights](#)
[Specialties & Expertise](#)
[Ratings & Reviews](#)
[Credentials](#)
[Affiliations](#)
[Awards & Recognitions](#)
[Locations & Hours](#)
[More About This Provider](#)

Please note: You will need to provide the primary care physician's ten-digit PCP number when you enroll.

To suggest updates to this directory, such as if a doctor is seeing new patients or part of a certain network, please email Provider_Directory_Changes_TX@bcbstx.com. You can also call 1-877-269-1244.

Use the search bar at the top of the page to see more results. For help, call a Personal Health Guide toll-free at 1-866-355-5999.

Provider Highlights

Rana N Ahmad, MD

5.0 ★★★★★ (1)

☐ Offers Virtual Care

PCP ID: H08XA96301

Telemedicine Provider Please Call For Appt, Dallas, TX 75201
[Get directions](#) (est. 15.2 miles away)

 [Completed Education in 1988](#)

 [1 Affiliation](#)

 [More about this provider's race, ethnicity, languages, etc.](#)

 In "TRS-ActiveCare Primary" Network

Airrosti Remote Recovery

OVERVIEW

Airrosti Remote Recovery is a musculoskeletal health program that focuses on chronic pain relief through a variety of at-home exercises and physical therapy at no additional cost*.

It's designed to help you get pain relief in the following areas:

- arm
- knee
- shoulder
- foot
- lower back
- wrist
- hip
- neck
- and more

*No-cost after deductible is met for the TRS-ActiveCare HD plan

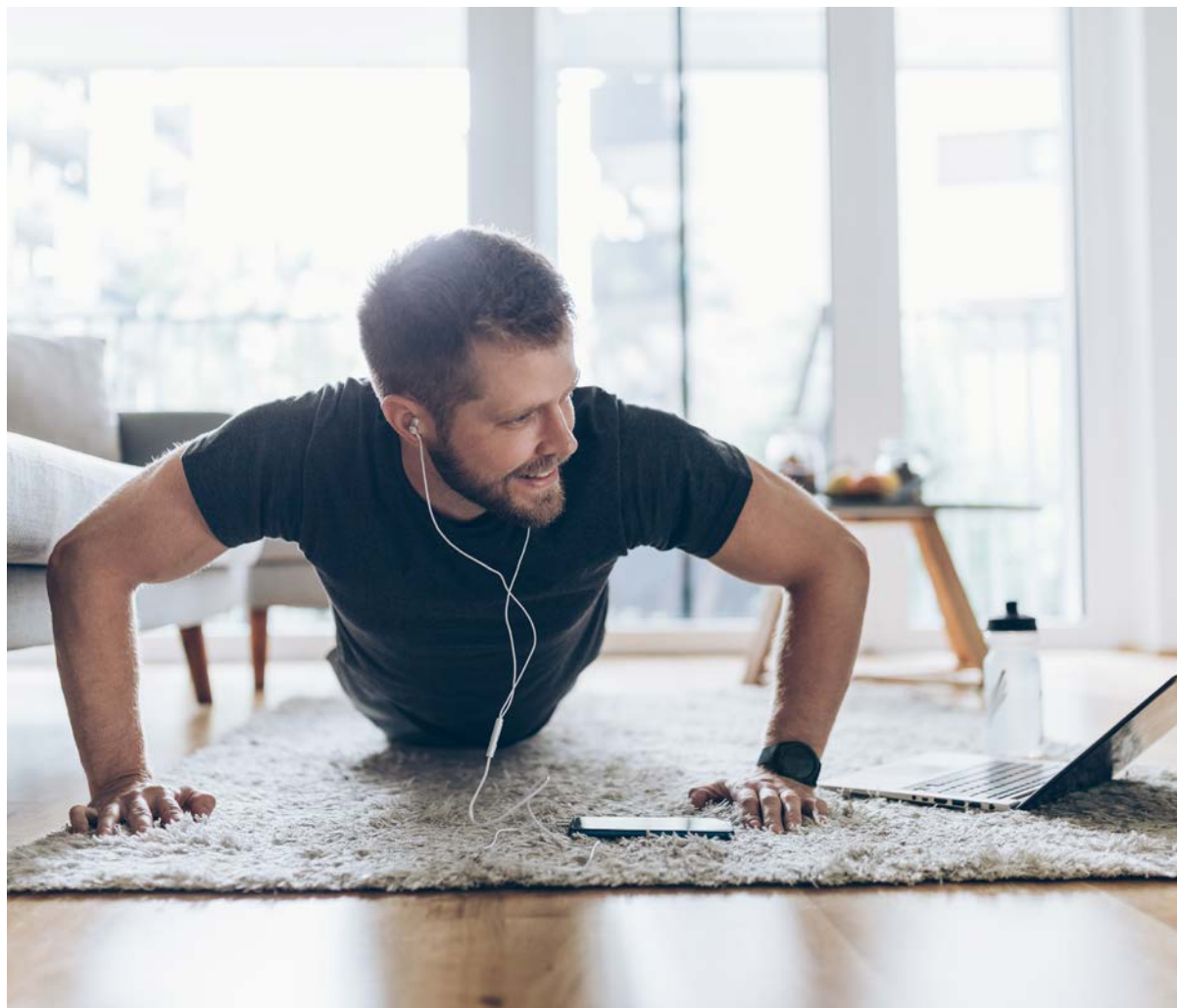
FEATURES

Virtual care and treatment are led by an Airrosti provider and include:

- mobility and stability rehab
- unlimited access to your exercises
- a customized recovery plan
- an injury-specific Remote Recovery Kit
- unlimited access to your Airrosti provider through the mobile app for 12 months

HOW IT WORKS

Participants can visit www.airrosti.com/trs/ or call **1-800-404-6050** to schedule an appointment. They can also download the Airrosti app from the Apple App Store or Google Play Store.



FOR MORE INFORMATION

www.airrosti.com/trs/

Call a PHG at **1-866-355-5999**.

Why it matters?

Airrosti Remote Recovery provides participants with quality, convenient, customized care for muscle and joint pain.

OVERVIEW

Participants have access to TRS Virtual Health choices powered by Teladoc™ and RediMD™. They can get convenient, quality health care from home or on the go, without going to a doctor's office.



FEATURES

Teladoc provides medical care for a variety of acute, non-urgent conditions. Participants 13 and older can get confidential mental health services from a licensed therapist, psychologist, psychiatrist or certified drug and alcohol abuse counselor. Their provider can even send prescriptions to their pharmacy.

Teladoc is available 24/7 for medical treatment and 7 a.m. to 9 p.m. daily for mental health treatment. Conditions treated include:

- cold and flu symptoms
- depression and anxiety
- allergies
- and more

Participants with TRS-ActiveCare Primary*, TRS-ActiveCare Primary+ and TRS-ActiveCare 2 have a \$12 copay per medical consultation and \$0 copay per mental health visit. Participants with TRS-ActiveCare HD have a \$42 fee per medical consultation and 30% coinsurance** after deductible per mental health consultation.

RediMD provides quality primary care medical service with live diagnoses and treatments, online or by phone. Providers can even send prescriptions to a pharmacy. Medical services are available 24/7. Conditions treated include:

- asthma
- contusions/bruises
- skin issues
- back and shoulder strains
- infections
- stomach problems

Participants with TRS-ActiveCare Primary, TRS-ActiveCare Primary+ and TRS-ActiveCare 2 have a \$0 copay per medical consultation. Participants with TRS-ActiveCare HD have a \$30 fee per medical consult.

*Including TRS-ActiveCare Primary x Arlington ISD and TRS-ActiveCare Primary x Region 4 plans.

**Depending on whether a consultation is with a psychiatrist, psychologist, or social worker, other costs may be incurred.

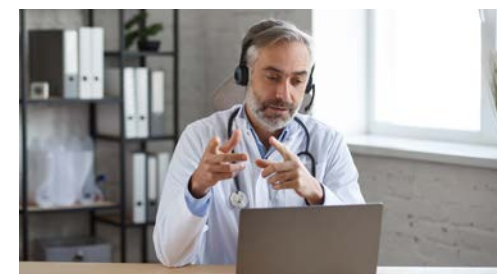
HOW IT WORKS

Participants can register for Teladoc by:

- visiting www.teladoc.com/trsactivecare
- downloading the mobile app from the Apple App Store or Google Play Store
- calling **1-855-Teladoc (1-855-835-2362)**

Participants can register for RediMD by:

- visiting www.redimd.com/trsactivecare and entering the code **trsactivecare** to register.
- calling RediMD at **1-855-942-4900**.
- downloading the mobile app from the Apple App Store or Google Play Store.



FOR MORE INFORMATION

www.bcbstx.com/trsactivecare/doctors-and-hospitals

Call a PHG at **1-866-355-5999**.

Why it matters?

Telemedicine promotes good health and cuts down on sick days by making doctor appointments and behavioral health visits less expensive and more convenient.

Mental Health Resources

OVERVIEW

Mental health care is important at every stage in life. We want to make sure participants know about the support and resources through their health plan.

FEATURES

Participants can access these programs and resources with their health plan:

- **Provider Finder** – search for an in-network mental health provider by location, gender, specialty and more.
- **Teladoc** – make a virtual mental health appointment for non-emergency mental health conditions with a licensed therapist, psychologist or psychiatrist. TRS-ActiveCare Primary and TRS-ActiveCare Primary+ participants pay \$0 for mental health appointments.
- **Headway** – connect with an in-network mental health provider quickly and easily. They can even get same day matching with providers who have openings within 48 hours.
- **Learn to Live** – get matched with the right digital mental health program for issues like stress, anxiety, depression, insomnia and more.
- **Well onTarget®** – take self-guided courses or get one-on-one support from a credentialed health expert. Wellness coaches can help them with stress management, post-partum care and more.
- **Mental Health PHG** – get real-time help from specially trained PHGs who can help them find a provider or get help in a crisis. They'll need to request mental health help when they call **1-866-355-5999**, available from 6 a.m. to 11 p.m., seven days a week.

HOW IT WORKS

1. Go to **www.bcbstx.com/trsactivecare**
2. Click on the **Wellbeing** tab. Then, click on the **Mental Health** page.



Women's and Family Health

OVERVIEW

Ovia Health™ apps help employees prepare for the life-changing journey into parenthood and provide ongoing support for parenting and menopause at no cost.

Each app has educational articles and videos, health tips, in-app coaching and more, offered in both English and Spanish. The Well onTarget website complements Ovia's apps with self-guided, online courses about pregnancy, covering topics from healthy foods to body changes and labor.

TRS-ActiveCare plans also cover:

- two electric breast pumps, which are covered at 100%
- rental of a hospital grade breast pump, covered up to \$150 of the allowed amount
- lactation counseling – six visits per plan year, covered at 100%

Support from BCBSTX maternity specialists is also available for high-risk pregnancies.

FEATURES

The Ovia Health apps are:

- **Ovia:** Resources for women's health, preventive care, family planning, pregnancy, postpartum recovery and menopause.
- **Ovia Parenting:** Keep up with children's growth and milestones from birth through age 17.

HOW IT WORKS

Employees can download any of the Ovia Health apps from the Apple App Store or Google Play Store. During sign-up, make sure they know to choose **I have Ovia Health as a benefit**. They'll be asked to enter their employer's name but can skip that step. Then they select BCBSTX as their health plan. To access the Spanish version of the Ovia Health apps, employees must select Español as the language preference in their mobile device settings.

Employees can also go to www.wellontarget.com anytime, day or night, to explore a wide range of women's and family health resources and online courses.



FOR MORE INFORMATION

www.bcbstx.com/trsactivecare/health-and-wellbeing

Call a PHG at 1-866-355-5999.

Why it matters?

Employees get tools to better understand and manage their pregnancies and get ongoing parenting support, at no extra cost to them!

Member Rewards Program

OVERVIEW

Prices for the same quality medical services can differ by thousands of dollars within the same region and health plan network. Participants can earn rewards when they use lower-cost, quality options for certain providers and medical services.

FEATURES

There are many exciting features of Member Rewards:

- Participants can get rewards (up to \$599 per year) in cash, in the form of a check that's mailed to their home.
- Participants save money on coinsurance and get rewarded for many procedures such as screenings, scans, surgeries and more.
- Participants can choose a Top Performing Physician who is highly rated for quality, cost-efficient care and appropriate treatment plans.

If a participant has a PCP in the Kelsey-Seybold provider network, they aren't eligible for this program.

HOW IT WORKS

TRS-ActiveCare Primary* and TRS-ActiveCare Primary+ participants can:

1. Use Provider Finder to find a rewards-eligible location or provider for a procedure or service. They can also call a PHG at **1-866-355-5999** for help.
2. Ask their PCP for a referral. Then schedule the procedure or service, or have a PHG help. Complete the procedure or service.
3. They will receive a cash reward by check, mailed to their home after the claim is processed and the provider is confirmed as reward-eligible.

TRS-ActiveCare HD participants can:

1. Use Provider Finder to find a rewards-eligible location or provider for a procedure or service. They can also call a PHG at **1-866-355-5999** for help.
2. Schedule the procedure or service at the location or provider they chose or have a PHG schedule the appointment for them.
3. They will receive a cash reward by check, mailed to their home after the claim is processed, the provider is confirmed as reward-eligible and their deductible was met before the procedure or service. They don't need to meet their deductible to get a reward for preventive care, but they must meet it to earn a reward for non-preventive care.

*Including TRS-ActiveCare Primary x Arlington ISD and TRS-ActiveCare Primary x Region 4 plans.

FOR MORE INFORMATION

www.bcbstx.com/trsactivecare/doctors-and-hospitals/member-rewards

Call a PHG at **1-866-355-5999**.

Why it matters?

Member Rewards helps participants shop for providers or health care services and save money by comparing prices before they go for care. Best of all, shopping with Member Rewards could help lower their out-of-pocket costs and earn them a cash reward.

Well onTarget

OVERVIEW

The Well onTarget website and its companion AlwaysOn® mobile app can help participants manage their health and reach their wellness goals - all in one place.

They'll find personalized programs, tools, and resources for getting healthier.



FOR MORE INFORMATION

www.bcbstx.com/trsactivecare

Call a PHG at 1-866-355-5999.

FEATURES

Tools to help participants live their healthiest life include:

- **Self-Management Programs:** These programs let participants work at their own pace to reach health goals. Participants can learn more about nutrition, fitness, losing weight, quitting smoking, managing stress and more. Participants can track progress as they complete each lesson, and can even earn Blue PointsSM and collect rewards.
- **Wellness Coaching:** Participants have access to one-on-one personal wellness coaching. All coaches go through extensive behavior change training to help participants achieve their personal wellness goals.
- **Health and Wellness Content:** The health library teaches and empowers through evidence-based, reader-friendly articles.
- **Tools and Trackers:** These resources can help participants stay on course while making wellness fun. Participants can also access symptom checkers and health trackers.
- **Fitness Tracking:** Participants can track fitness activities using popular fitness devices and mobile apps.
- **Health Assessment:** The Health Assessment asks participants questions about their health. After participants take the HA, they'll get a personalized wellness report. This confidential report helps tailor the content in the Well onTarget portal with programs that may help them reach personalized goals. Participants can also share their reports with their health care providers.

HOW IT WORKS

Participants can sign up for Well onTarget at www.wellontarget.com. Here participants can access all of the programs mentioned. To create their Well onTarget account, participants should:

1. Go to www.bcbstx.com/trsactivecare
2. Log in to **BAM**
3. Select **My Health** then **Wellness** and then **Well onTarget**

Why it matters?

Well onTarget offers participants a tailored approach to making healthy choices. It can be hard to maintain a healthy lifestyle. Sometimes, participants may need a little help getting started and maintaining goals on their own time.

The Fitness Program

FITNESS PROGRAM

The Fitness Program gives participants flexible and affordable options to help them live a healthy lifestyle.

MORE FLEXIBILITY

Multiple Plan Options

A choice of gym networks to fit their budget and preferences

Digital Content

Access thousands of digital fitness videos and live classes

Options	Digital Only	Base	Core	Power	Elite	Pro	Signature	Premier
Monthly Fee	\$10	\$19	\$29	\$39	\$129	\$129	\$199	\$239
Gym Facility Network Size	Digital Access Only	3,000	7,500	12,000	12,400	Access to 1 Luxury Gym + All 11,000+ Classic Gyms (Luxury Gyms differ by tier, 100+ available)†		

\$19 Initiation Fee (no initiation fee for Digital Only option)

Family Friendly

Get a bundled price discount when covered dependents join.

Convenient Payment

Pay your monthly fees with automatic credit card or bank account withdrawals.

† Represents possible network locations. Check local listings for exact network options as some locations may not participate. Network locations are subject to change without notice.

HOW IT WORKS

To learn more and sign-up for the Fitness Program:

1. Go to **www.bcbstx.com/trsactivecare**
2. Log in to **BAM**
3. Select **My Health** then **Wellness** and then **Fitness Program**

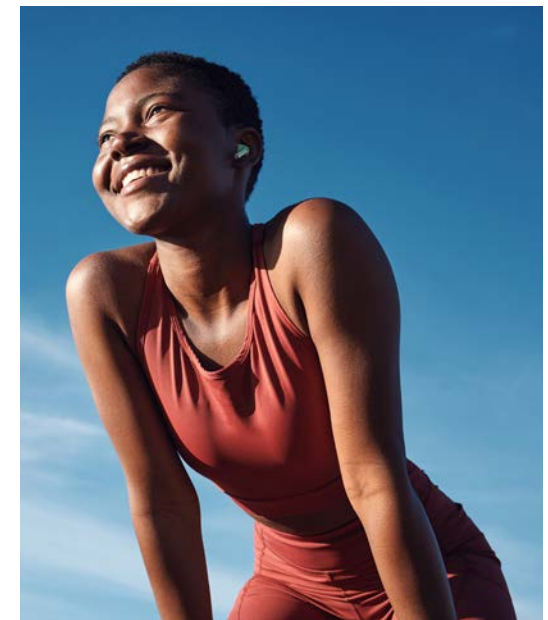
ENHANCED FUNCTIONALITY

Mobile App

Lets participants search for locations, register for classes and see their activity history

Real time Data

Provided to the mobile app and Well onTarget portals, feeding Blue Points



Wellness Rewards

BLUE365®

- Exclusive health and wellness discounts for participants.
- Top national and local brands and retailers.
- Save on fitness gear, family activities, healthy eating, dental and vision services, hearing aids and more.

1. Go to **www.bcbstx.com/trsactivecare**
2. Log in to **BAM**
3. Select **My Health** then **Wellness** and then **Blue365 Member Discount Program**.

Customer Service: **1-855-511-2583**

BLUE POINTS

- Participants can earn Blue Points by completing healthy activities such as:
 - using online trackers
 - connecting and syncing a fitness device or app
 - completing a Health Assessment
 - completing a self-directed course
- Log in to **www.wellontarget.com** to find the interactive tools and resources needed to start earning Blue Points.
- Participants can redeem Blue Points for gift cards.

Here are some sample activities participants can do to earn Blue Points:

ACTIVITIES	POTENTIAL BLUE POINTS AMOUNTS
Complete a health assessment	2,500 points every six months
Complete a self-management program	1,000 points per quarter
Use trackers to see your progress toward goals	10 points, up to a maximum of 70 points per week
Enroll in the fitness program	2,500 points
Add weekly fitness program center visits to your routine	Up to 300 points each week
Complete progress check ins	Up to 250 points per month
Connect a compatible fitness device or app to the portal	2,675 points
Track activity using a synced fitness device or app	55 points per day



Prescription Drug Benefits

OVERVIEW

All TRS-ActiveCare plan options include prescription drug benefits administered by Express Scripts by Evernorth. When participants enroll in a TRS-ActiveCare plan, they get an Express Scripts prescription ID card in the mail.

FEATURES

- **Home Delivery:** Participants can use the Express Scripts pharmacy for free medication delivery. They can transfer prescriptions easily online, by phone or on the app. Auto-refills and refill reminders are available so they never miss a prescription.
- **Retail Pharmacy:** Participants can pick up to a 90-day supply of maintenance medications at any participating retail pharmacy in the Express Scripts retail network.



HOW IT WORKS

It's easy for participants to start saving on generic maintenance medications by:

1. asking their doctor for a 90-day prescription for generic maintenance medications
2. visiting **www.express-scripts.com/trsactivecare** or calling **1-844-367-6108** to set up mail order prescriptions or to find a pharmacy

Participants who register with Express Scripts can:

- fill or refill long-term prescriptions
- find drug coverage and price information
- talk with a registered pharmacist
- view their prescription history and much more

FOR MORE INFORMATION

Participants can reach Express Scripts at **www.esrx.com/trsactivecare** and **1-844-367-6108**.



Why it matters?

With 90-day supplies of maintenance medications, participants with chronic health conditions are more likely to take their medications consistently, which leads to better health outcomes. They also save money on their maintenance medications.

Copay Assistance Program for Specialty Medications

OVERVIEW

Participants in TRS-ActiveCare Primary*, TRS-ActiveCare Primary+ and TRS-ActiveCare 2 plans who take specialty medications can use a savings program.

**Including TRS-ActiveCare Primary x Arlington ISD and TRS-ActiveCare Primary x Region 4 plans.*

Not all specialty medications are included in the copay assistance program. Manufacturer assistance is subject to change.

FEATURES

- Out-of-pocket cost for prescriptions in the SaveOnSP copay assistance program are \$0.
- Participants can get help enrolling in manufacturer copay assistance programs.
- Non-eligible medications in the specialty tier remain subject to a 30% coinsurance.

HOW IT WORKS

Express Scripts works with SaveOnSP to enroll participants in the program. Their information is on file, so when their provider prescribes a medication or they're already taking one or more medications on the SaveOnSP Specialty Drug list, they'll get a welcome letter and phone call with information about the program. Then, they'll need to call Express Scripts at **1-844-367-6108** within the next five days to register.



FOR MORE INFORMATION

Participants can call Express Scripts at **1-844-367-6108**.

Why it matters?

Specialty medications can be very expensive, so we partnered with SaveOnSP to reduce out-of-pocket costs. If a participant's medication is on the SaveOnSP Specialty Drug list, they'll pay \$0 for their medications.

Diabetic Supplies

OVERVIEW

If participants have diabetes, they may qualify for a preferred-brand blood glucose meter at no added cost. Participants can also get other diabetic supplies at no cost.

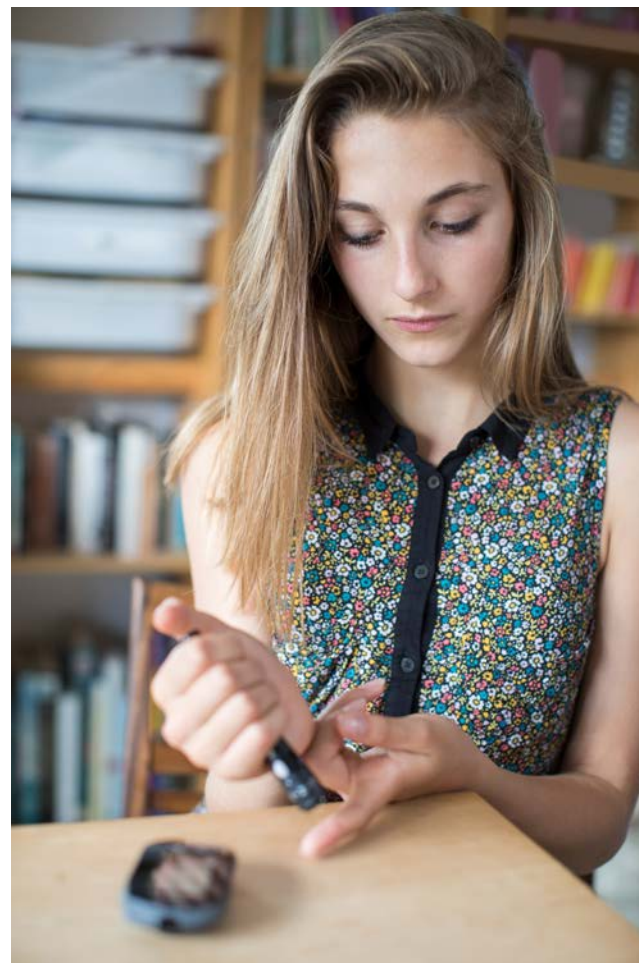
FEATURES

- **Cost Savings:** \$0 copays for some diabetic supplies help participants pay less to manage their diabetes.
- **Home Delivery:** Participants can have their diabetic supplies delivered right to their door.
- **Retail Pharmacy:** Participants can get their diabetic supplies at any in-network pharmacy.
- **Insulin Out-Of-Pocket Costs:** Participants have a \$25 copay for 31-day supply; \$75 for 60- to 90-day supply (TRS-ActiveCare Primary, TRS-ActiveCare Primary+ and TRS-ActiveCare 2). TRS-ActiveCare HD participants pay 25% after deductible.

HOW IT WORKS

For all plans

- \$0 preferred-brand glucose meters through the Diabetic Meter Program
- short-term supplies at a retail location:
 - \$0 for select needles, lancets and syringes
- 90-day supply at Express Scripts mail or in-network participating retail pharmacy:
 - \$0 for any preferred-brand needles, lancets and syringes
 - \$0 for preferred-brand test strips



FOR MORE INFORMATION

For more details, call Express Scripts at **1-844-367-6108**.

Disclaimers



Airrosti is a separate company that has contracted with Blue Cross and Blue Shield of Texas to provide back and joint pain resolution services for members with coverage through BCBSTX.

In-clinic care, if elected, will be subject to regular plan benefits. You'll receive a complimentary recovery kit only after you register to begin your Airrosti Remove Recovery care plan and complete your first remote consultation with your Airrosti provider.

SaveOnSP is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide pharmacy benefit management for members with coverage through BCBSTX.

Headway is a separate company that has contracted with Blue Cross and Blue Shield of Texas to provide behavioral health management for members with coverage through BCBSTX.

Lantern, formerly Employer Direct Healthcare - Surgery Plus, is an independent company that has contracted with your employer. Lantern does not offer Blue Products or Services and is solely responsible for the products and services that they provide.

bswift is an independent company that contracts directly with TRS to administer their enrollment platform. bswift does not offer any Blue products or services.

The Member Rewards program is provided by Sapphire Digital, an independent company. Incentives available for select procedures only. Members with coverage under Medicaid or Medicare are not eligible to receive incentive rewards under the Member Rewards program.

Blue Cross and Blue Shield of Texas makes no endorsement, representation or warranty regarding Sapphire Digital's administration of the Member Rewards program. Information received through the Member Rewards program is not meant to replace advice of a health care professional, and decisions regarding course and place of treatment remain with the member and his or her health care provider. Eligibility for rewards is subject to terms and conditions of the Member Rewards program.

Ovia health is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide maternity and family benefits solutions for members with coverage through BCBSTX.

The Well onTarget program is offered to you as a part of your employer-sponsored benefits. Participation in the Well onTarget program, including the completion of a Health Assessment, is voluntary and you are not required to participate. Visit www.wellontarget.com for complete details and terms and conditions.

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Individuals must be at least 18 years old to purchase a membership. The Fitness Program is provided by Tivity Health™, an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and operated fitness centers.

For 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.

Blue Points Program Rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal at www.wellontarget.com for further information. The Well onTarget member rewards redemption service is provided by an independent third party.

Coaching and all other Well onTarget programs are confidential for participants and their information is not shared with employers.

AlwaysOn is owned and operated by Onlife Health Inc. an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide digital health management for members with coverage through BCBSTX.

Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. You should check your benefit booklet or call the customer service number on the back of your ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are given only through vendors that take part in this program and may be subject to change. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice.

Hearing services are provided by American Hearing Benefits, Beltone™, HearUSA and TruHearing®. Vision services are provided by ContactsDirect®, Croakies, Davis Vision™, EyeMed Vision Care, www.glasses.com, Jonathan Paul Fitovers and LasikPlus®.

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Texas.

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Notes

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