

bswift®

Spring Refresher  
bswift Users

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March 2023



# bswift for Direct Users

bswift + TRS-ActiveCare

When To Contact bswift, BCBS & TRS

bswift Navigation

- Accessing & Downloading a bill

- Exception Request

- Life Events & Plan Changes

- Terminations

Resources

bswift  
+  
TRS-ActiveCare

TRS-ActiveCare depends on bswift to provide:

- An enrollment portal for all districts no matter the size
- Monthly billing of TRS premiums
- Clearinghouse for inbound TPA files and outbound carrier files
- District service for eligibility inquiries

# TRS-ActiveCare & bswift 2022 In Review

**12,650+** BAATs Resolved

**3,200+** Manual Updates

**1,004** Unique Districts

bswift

HIGHER STANDARDS

GREATER  
ACCOUNTABILITY

MORE FUN

**55,000+** TPA Files Processed

**521** Carrier Files Sent

**13,000+** District Bills Created

# Who to Contact





DAs act as strategic partners for district leadership and an extension of TRS.



BAAs respond to both participants and BAs.



PHGs respond to both participants and BAs.

## How we help you:

- Serve as primary contact for district leadership
- Provide general plan information and education
- Offer Annual Enrollment and health fair support
- Conduct TRS-ActiveCare benefits and wellness presentations
- Analyze utilization trends to collaboratively reduce participant costs
- Support eligibility questions, escalations, and exceptions
- Reconcile bills and split billing
- Provide access to the bswift® portal
- Oversee TRS administrative rules
- Facilitate COBRA enrollment
- Confirm disability determinations
- Provide access to care updates
- Handle third-party administrator (TPA) discrepancy reports
- Answer participant and BA calls
- Provide high-level support for benefits, claims, prior authorizations, and referrals
- Locate and assign Primary Care Providers (PCPs)
- Provide redirection to other departments including the 24/7 Nurseline, pharmacy, clinical teams, etc.

# Your Personal Advocate

Your Benefits Administrator Advocate (BAA) can help with:

- Billing Inquiries or Discrepancies
- Eligibility Inquiries
- Exceptions
- Discrepancy reports -COBRA
- Coverage reports for ACA
- bswift system assistance and training

*The bswift BA Advocate team is available M-F from 8-5 CST. You can call or email your BAA directly or the general line is 1-877-767-5254 and the general mailbox is [TRSBAInquiries@bswift.com](mailto:TRSBAInquiries@bswift.com).*



## Welcome, Benefits Administrators!

This toolkit contains 2022-23 TRS-ActiveCare plan year resources.

You can easily find Enrollment materials as well as other important tools to help your employees navigate their coverage options, save money on medical procedures and more!





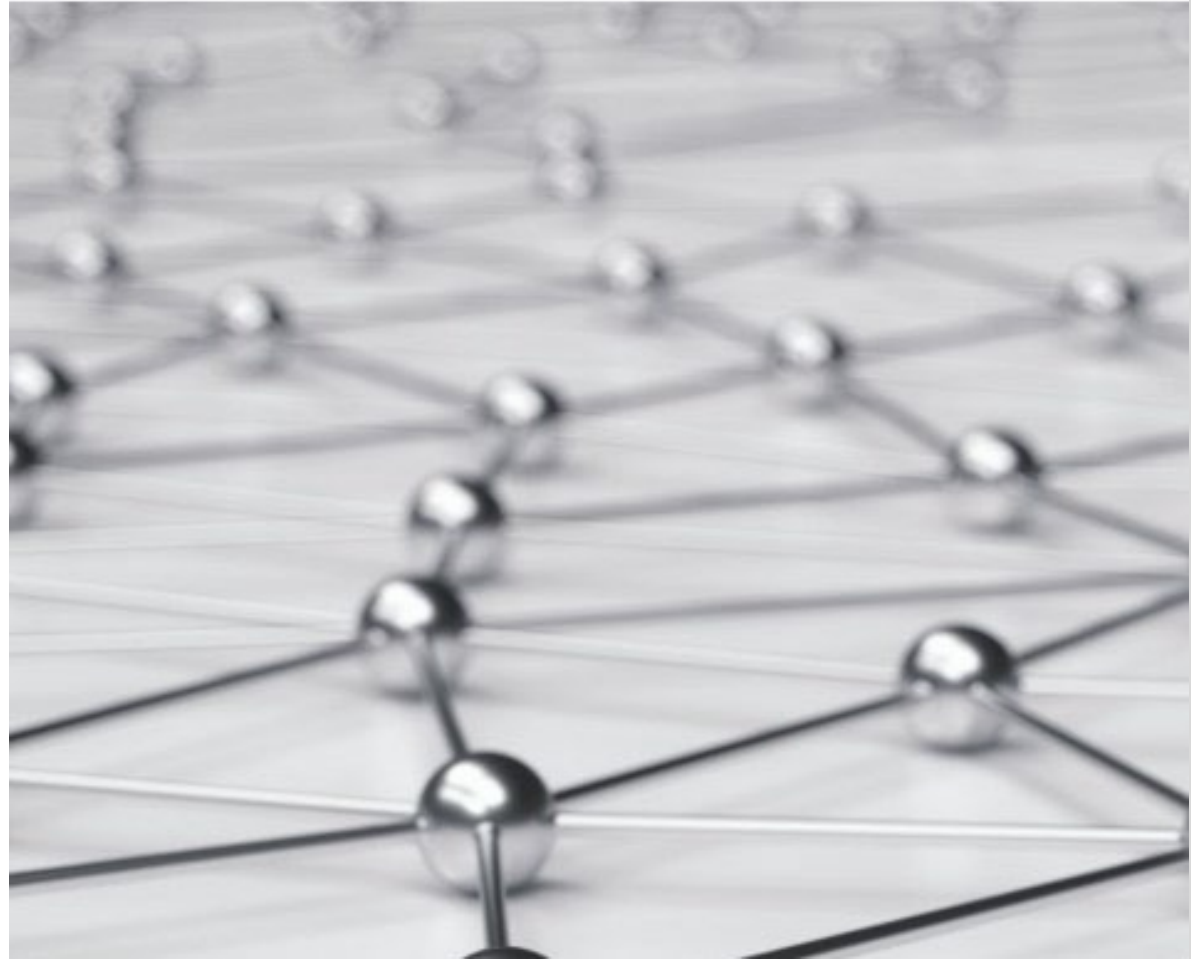
# TRS-ActiveCare

If you have inquiries specific to TRS we may refer you to them for:

- TRS-Care or pension questions
- How to pay your TRS invoice or questions on TRUST
- Exception escalations
- Or any other item that may need TRS guidance or input

\*Your BAA or DA will refer you as needed

# bswift System Navigation




# bswift Admin Home Page



Home Admin ▾ Reports ▾ Library ▾ Connections ▾ Tracker TRS Website

Welcome, BATester2

 Signed in as **MANAGER** at Mansfield ISD - D0859

 Welcome to the **TRS-ActiveCare** benefits website!

## Dashboards

You do not have any dashboards currently set up. Configure your dashboard settings by going to [Dashboard Panel Settings](#)

## Alerts

New results will be available in 30 minutes.

[Overage Dependents](#) 

## BA Resources

Download the TPA bswift User Guide below for information on navigating the bswift system and more!

[BA Manager Guide\\_TPA](#)  
For TPA Districts

[TRS Discrepancy Report Key](#)

[Coverage Summary Report Key](#)

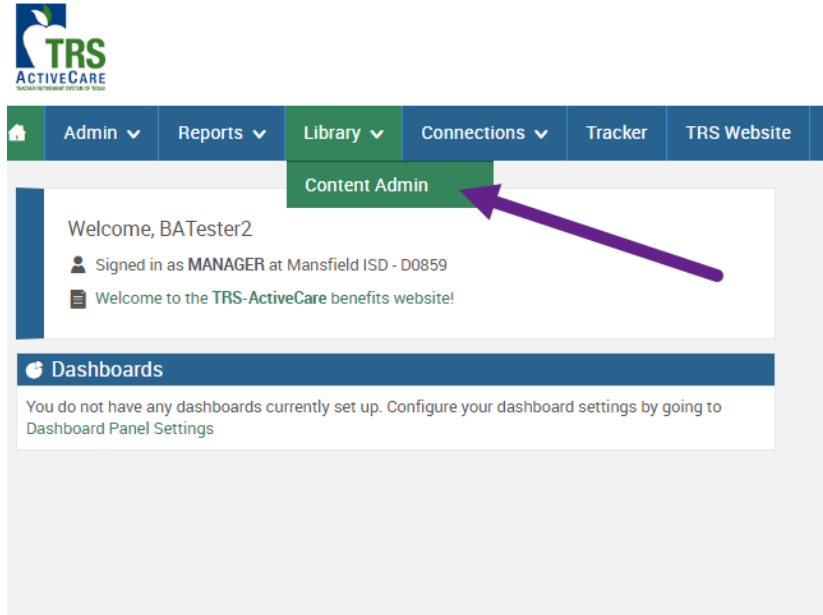
[TRS\\_Billing\\_Credits\\_and\\_Corrections\\_Form](#)

# Accessing your Monthly District Billing Invoice

## Good reminders:

- Available on the first business day of each month
- Viewable in pdf and excel in your district library
- Should be reconciled monthly
- Due to TRS on the 15<sup>th</sup> of the month or the business day prior to that if it falls on weekend or holiday
- You will receive a reminder email each month and the due date for that month

# Where is the Monthly Bill Located?



Login to your Bswift administrator home page

Select LIBRARY on the top pane

Under LIBRARY, Select CONTENT ADMIN

*Note: In order to have a “point in time” bill we use the bswift library to share bills versus a billing tab. For security purposes bills must be access from the portal.*



## Content Administration

Add New Content ▾

+ Add Folder

▾ All Files

- ▢ Site Content
- ▢ 2018 Plan Year Bills
- ▢ 2017 Plan Year Bills
- ▢ 2019 Plan Year Bills
- ▢ 2020 Plan Year Bills
- ▢ 2021 Plan Year Bills

▢ Archive

All Files

🔍 Search Content

<input type="checkbox"/>	Type	Title
<input type="checkbox"/>	📄	BA Manager Guide_TPA
<input type="checkbox"/>	📄	Coverage Summary Report Key
<input type="checkbox"/>	📄	D0859 ACA Coverage Audit Report 01-12-2021 Excel
<input type="checkbox"/>	📄	D0859 ACA Coverage Audit Report 01-17-2020 Excel
<input type="checkbox"/>	📄	D0859 ACA Coverage Audit Report 01-18-2019 Excel
<input type="checkbox"/>	📄	D0859 ACA Coverage Summary Audit Report_Update
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 1/1/2023 Excel
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 1/1/2023 PDF
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 10/1/2022 Excel
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 10/1/2022 PDF
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 11/1/2022 Excel
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 11/1/2022 PDF
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 12/1/2022 Excel
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 12/1/2022 PDF
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 2/1/2023 Excel
<input type="checkbox"/>	📄	D0859 PPO & HMO Bill 2/1/2023 PDF

Click on the bill to select



# Click on Download to view/ save the Bill

All Files

Search Content

Type	Title
	BA Manager Guide_TPA
	Coverage Summary Report Key
	D0859 ACA Coverage Audit Report 01-12-2021 Excel
	D0859 ACA Coverage Audit Report 01-17-2020 Excel
	D0859 ACA Coverage Audit Report 01-18-2019 Excel
	D0859 ACA Coverage Summary Audit Report_Update
	D0859 PPO & HMO Bill 1/1/2023 Excel
	D0859 PPO & HMO Bill 1/1/2023 PDF
	D0859 PPO & HMO Bill 10/1/2022 Excel
	D0859 PPO & HMO Bill 10/1/2022 PDF
	D0859 PPO & HMO Bill 11/1/2022 Excel
	D0859 PPO & HMO Bill 11/1/2022 PDF
	D0859 PPO & HMO Bill 12/1/2022 Excel
	D0859 PPO & HMO Bill 12/1/2022 PDF
	<a href="#">D0859 PPO &amp; HMO Bill 2/1/2023 Excel</a>
	D0859 PPO & HMO Bill 2/1/2023 PDF

D0859 PPO & HMO Bill 2/1/2023 Excel

Description (click to edit)

Availability: 1/31/2023 until 12/31/9999

Download

Details Feature Permissions

Content Info Show To

\* Category

File Name  
D0859  
Remittance\_TRSActiveCarePPOHMOMonthlyBilling\_02\_01\_2023\_02\_28\_2023\_e5br  
a085-405f-90e0-d8b06fc8320e.xlsx

Upload New File  
Choose File No file chosen

Image  
No Image

Alternative Text

Hide Title on Image

Searchable Content

# The Reconciliation Process

Reconciliation will vary based on your payroll cycle and other systems but the concept remains the same.

- **Each month** you should confirm the amount posted for payment to TRS matches your expected from employee deductions.
- If the discrepancy is timing, then confirm that and no need to report.
- All others should be reported monthly to your BAA by mid month.
- Billing discrepancy reconciliations are worked prior to the next months bill run and will adjust on the next months bill.



# TRS Exceptions

Exception administration is handled by bswift.

TRS will review and approve or deny based on information submitted in the exception.

Exceptions may be granted for extraordinary circumstances constituting “good cause.”  
Exceptions are not a guarantee of coverage reinstatement, billing credit, or enrollment.

**Timing Matters!** If the employee waits to request an exception, or the BA does not report the request for an exception in a timely manner, the exception request will not be granted.

# Steps to File an Exception

1. Determine that an exception is needed for the case
2. Confirm with the employee that they are willing to pay any retroactive premiums before filing an exception
3. Navigate to the members record (if available) in bswift to submit an exception through tracker (Detailed steps are also in the Admin Guide pages 67-69)
4. Open the tracker case and title the ticket “Exception: *Employee Name*”
5. Complete the questionnaire in tracker and supply all documentation for the exception
6. Assign the exception to user “Requests, Exceptions” and submit
7. Check the ticket status. If more information is needed, then it will be assigned to you in tracker.
8. Once the decision has been made you will need to close the ticket and make any updates. You will also need to communicate the decision to the employee.

# Exception Tips

Find discrepancies on time to avoid exceptions. You have 45 days from the effective date of the change before an exception is needed.

Documentation is an important part of a good exception request. See page 38 of the Admin Guide.

Discuss options with the employee before filing the exception.

If you are not sure about filing an exception speak to your BAA.

If your BAA advises an exception is needed do not wait to file. The exception is needed to document the change which is why your BAA has asked you to submit. Waiting can move a problem from bad to worse.

If your exception is approved, make sure the changes are made in your TPA portal and/or other admin systems.

## Qualifying Life Event (QLE) / Mid- Year Plan Changes

A change in your situation — like getting married, having a baby, or losing health coverage — can make you eligible for a Special Enrollment

These are referred to as qualifying life events and are generally available due to loss of coverage or changes in an employee's household

Guidelines for TRS are found in the Administrative Guide

Consult your BAA if you have any questions

For districts that enroll in bswift the steps to make the change are on page 60 of the Admin Guide and in even greater detail in the BA Manager Guide.

## Entering the Change

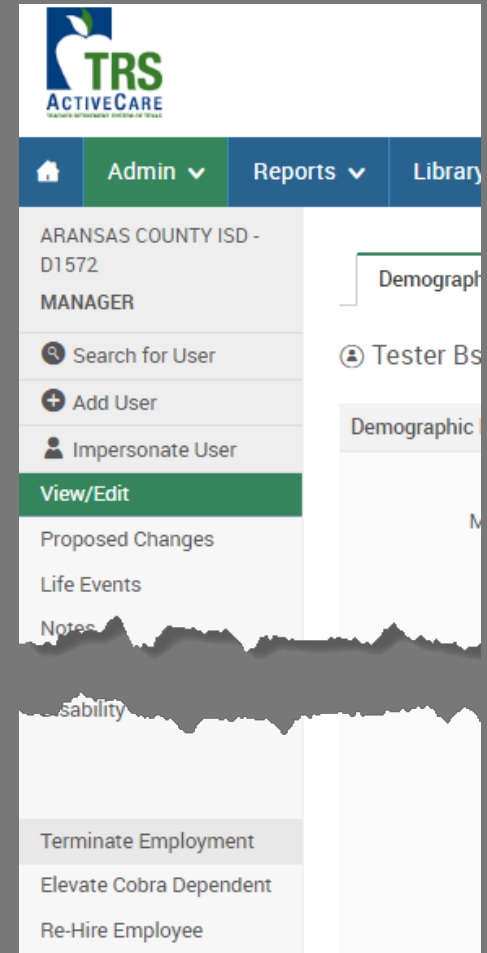
The screenshot displays a web interface with a top navigation bar containing 'Tracker' and 'TRS Website'. Below the navigation bar, there are several sections. The 'Alerts' section is partially visible. The 'BA resources' section is the primary focus, containing a list of documents. The document 'BA Manager Guide\_bswift For bswift Districts' is highlighted with a purple box, and a purple arrow points to it from the left. Another purple arrow points to the same document title from the left. Below the highlighted document, other resources are listed, including 'Coverage Summary Report Key' and 'TRS\_Billing\_Credits\_and\_Corrections\_Form'.

# Terminating an Employee

Terminations should be done timely and will always terminate coverage at the end of the month you enter.

Termination steps are in the Admin Guide pages 64-65 but are easily completed in bswift.

A timely termination is critical for COBRA notifications and accurate billing.





# questions

Thank You