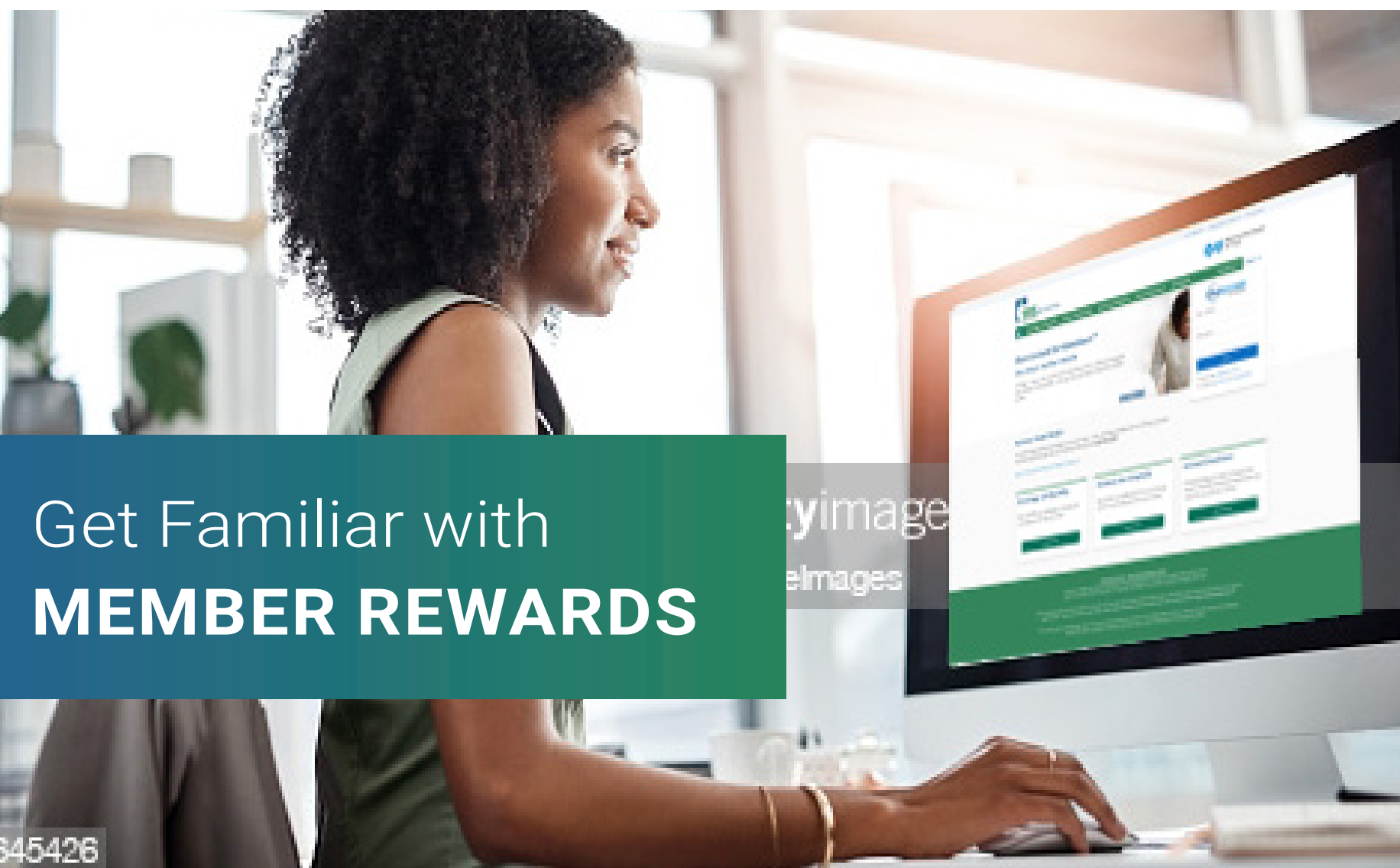


Participant letter being sent Oct. 21 | view in [Web Browser](#)



Hello,

Member Rewards is a valuable benefit available to participants enrolled in [TRS-ActiveCare Primary](#) and [TRS-ActiveCare Primary+](#) plans. This week, Blue Cross and Blue Shield of Texas (BCBSTX) will be sending a letter to these participants to inform them about the program and provide instructions. We want to make sure you're in the loop, so we're sharing some of the important details below.

What is Member Rewards?

Member Rewards is a program that rewards participants for making cost-effective health care decisions. With Member Rewards, participants can shop for in-network medical care, compare costs, and earn credit toward future medical expenses.

- Rewards may apply toward the cost of future medical services and prescriptions by reducing copays or coinsurance.
- Rewards range from \$25 to \$500. The maximum reward amount per participant, per plan year, is \$599.
- Unused rewards will roll over to the next plan year, but participants will lose their rewards if they cancel their health plan.

How does Member Rewards work?

After their Primary Care Provider (PCP) recommends treatment, participants can:

1. Log in to [Blue Access for Members](#)SM.
2. Click on the **Doctors and Hospitals** tab, then on the **Find a Doctor or Hospital** link.
3. Use **Provider Finder**[®] to search for a Member Rewards-eligible facility.
4. Click **View Profile** once they've found an eligible facility.
5. Call their PCP for a referral to the facility they chose. In many cases, their PCP will provide the necessary referral and, if applicable, send the associated prior authorization request to BCBSTX for approval.
6. Schedule an appointment after they've received the required referral.

After participants have completed their treatment, and BCBSTX has paid their claim and verified the location as reward eligible, a deposit will be made into their **Health Care Account (HCA)**.

Participants can also call a Personal Health Guide at [1-866-355-5999](tel:1-866-355-5999), 24 hours a day, seven days a week, to learn more about Member Rewards and make sure they're getting the most out of the program.

Thank you again for all you do. Don't forget you can always visit the [Benefits Administrators' website](#) for resources, including the [BA toolkit](#), [Benefit Booklets](#), and the [District Ambassador Directory](#).

Be on the lookout for the new Member Rewards video on the BA website and TRS-ActiveCare site in the coming days.

Sincerely,
The TRS-ActiveCare Team

www.bcbstx.com/trsactivecareba

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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.

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