

Our holiday hours | view in [Web Browser](#)



Hello,

Happy Holidays (almost). Can you believe we're saying that? Despite what has felt like a verrrry long year, the holiday season is coming soon.

The holidays may look a little different this year, but we want to make sure you know **we're here for you**. And, we want to make sure participants know we're ALL here for them.

Below are holiday hours for Blue Cross and Blue Shield of Texas (BCBSTX) and TRS, so both you and your employees know how to get in touch with us. We've also included bswift's holiday hours, so you'll know when live support will be available.

| BCBSTX will be closed: | |
|------------------------|-------------------|
| Thanksgiving | Thursday, Nov. 26 |
| Day after Thanksgiving | Friday, Nov. 27 |
| Christmas | Friday, Dec. 25 |
| New Year's Day | Friday, Jan. 1 |

Please note: Personal Health Guides will be unavailable on these days. However, the **24/7 Nurseline is open 365 days a year**. Participants can call **1-833-968-1770**, anytime, day or night, for help with non-urgent conditions or to find out if they should go to the emergency room or make an appointment with their doctor. [TRS Virtual Health](#) is also always an option. Participants can use [Provider Finder](#)® for help finding an in-network provider or facility.

If you need support when we're closed, be sure to visit the [Benefits Administrators website](#) for resources, including the [BA toolkit](#), [Benefit Booklets](#), and the [District Ambassador Directory](#).




| TRS will be closed: | |
|---------------------|-------------------|
| Thanksgiving | Thursday, Nov. 26 |
| Christmas Eve Day | Thursday, Dec. 24 |
| Christmas | Friday, Dec. 25 |

You can direct participants to the [TRS-ActiveCare site](#) for plan information and many other resources.

| bswift will be closed: | |
|------------------------|-------------------|
| Thanksgiving | Thursday, Nov. 26 |
| Day after Thanksgiving | Friday, Nov. 27 |
| Christmas | Friday, Dec. 25 |
| New Year's Day | Friday, Jan. 1 |

You can always visit the [bswift website](#) for billing and training information.

Please copy and paste the following information and email it to your employees.

Happy Holidays (almost). Can you believe we're saying that? Despite what has felt like a verrrry long year, the holiday season is coming soon.

The holidays may look a little different this year, but we want to make sure you know **we're here for you**. Below are holiday hours for Blue Cross and Blue Shield of Texas (BCBSTX) and TRS, so you know how to contact us.

| BCBSTX will be closed: | |
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Please note: Personal Health Guides will be unavailable on these days. However, the **24/7 Nurseline is open 365 days a year**. You can call **1-833-968-1770**, anytime, day or night, for help with non-urgent conditions or to find out whether to go to the emergency room or see your doctor.

Want to make an appointment to see a medical or mental health provider online or over the phone? Start with [TRS Virtual Health](#). Likewise, you can use [Provider Finder](#)® to search for an in-network provider or facility.

| TRS will be closed: | |
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| Thanksgiving | Thursday, Nov. 26 |
| Christmas Eve Day | Thursday, Dec. 24 |
| Christmas | Friday, Dec. 25 |

You can always visit the [TRS-ActiveCare site](#) for plan information and many other resources.

We hope you stay well during this holiday season and continue to **Activate Your Health**.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

Thank you again for all you do. Stay well and enjoy the upcoming holiday season.

Sincerely,
The TRS-ActiveCareTeam

www.bcbstx.com/trsactivecareba

The 24/7 Nurseline is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns. For medical emergencies, call 911.

bswift is an independent company that contracts directly with TRS to administer their enrollment platform. bswift does not offer any Blue products or services. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, does not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. See our full non-discrimination notice and contacts.

To get help and information in your language at no cost, call the customer service number on the back of your member card, or see our Language Assistance page for more information.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 855 710 6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 855 710 6984 (TTY: 711).

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