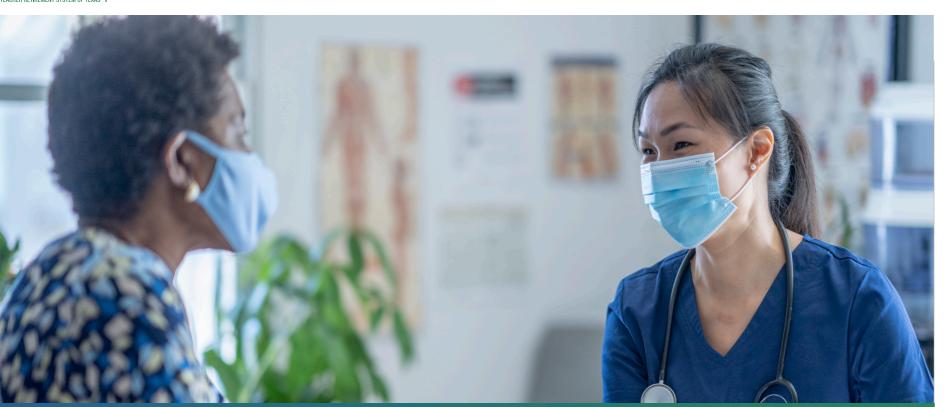
Benefits of having a Primary Care Provider | view in Web Browser







# **GET HEALTHIER** and **SAVE MONEY** with a PCP



#### Hello,

A Primary Care Provider (PCP) plays an essential role in helping participants improve their health and lower their out-of-pocket costs.

We're letting you know about a new two-month campaign intended to get all TRS-ActiveCare participants to establish a relationship with a PCP and schedule a wellness exam.

If participants don't already have a relationship with a PCP, they should <u>choose one</u> and schedule an appointment today!

Starting next month, we'll email participants. A new flier, <u>Your Primary Care Provider and</u>
<u>You: Working Together to Keep You Healthy</u>, will also be on the TRS-ActiveCare website to let participants know the benefits of having a PCP. The key benefits include:

- People who see a PCP tend to be healthier.
- A PCP gets to know them, their medical history, treatment preferences, medication and lifestyles.
- A PCP can help manage care for those with chronic conditions such as asthma or diabetes.
- A PCP provides routine medical care that may identify early signs of chronic conditions, such as high blood pressure or stress, and develop a care plan.
- Participants can often schedule a same-day in-person or virtual appointment with their PCP for non-emergency medical issues like colds, flu, rashes, or ear infections.
- A PCP can provide referrals to specialists, if necessary.

### Participants Need To Know if Their Plan Requires a PCP

TRS-ActiveCare Primary and TRS-ActiveCare Primary+ plans require a PCP. Participants can change their PCP anytime through <u>Blue Access for Members</u><sup>SM</sup> (BAM<sup>SM</sup>) or by calling a Personal Health Guide at 1-866-355-5999. Detailed instructions for selecting or changing a PCP in BAM are at the end of this email.

TRS-ActiveCare 2 and TRS-ActiveCare HD participants are strongly encouraged to have a PCP. They can use **Provider Finder**® to search for an in-network provider.

Participants can connect with a Personal Health Guide, 24 hours a day, seven days a week, at **1-866-355-5999** or through the BCBSTX App, available in the **Apple App Store** and **Google Play Store**.

## If participants want to select or change their PCP in BAM, they should:

- Log in to their <u>BAM</u> account.
- Click on the Doctors and Hospitals tab, then Find a Doctor or Hospital link.
- If they know the name of the PCP they want, they can search by Name and Specialties.
- If they don't have a PCP in mind, they can **Browse by Category** and select **Medical Care** from the drop-down menu.
- Next, they select Primary Care.
- Then they choose Family Practice, General Medicine, Internal Medicine,
   Obstetrics & Gynecology, or Pediatrics to narrow their search.
- They pick a PCP from the providers listed and click on **View Profile**.
- They locate the 10-digit provider ID number at the very top of the page under Provider Highlights.

PCP changes made through BAM will be effective the first day of the following month. PCP changes made with a PHG can be retroactive to the first day of the current month.

Thank you again for all you do, The TRS-ActiveCare Team

### www.bcbstx.com/trsactivecareba

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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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