

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 [choose one](#) and schedule an appointment today!

Starting next month, we'll email participants. A new flier, [Your Primary Care Provider and You: Working Together to Keep You Healthy](#), 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 [Blue Access for MembersSM](#) (BAMSM) 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 [BAM](#) 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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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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