

Important information about TRS-ActiveCare provider networks | View in [Web Browser](#)



As you may be aware, Blue Cross and Blue Shield of Texas (BCBSTX) and Memorial Hermann have been negotiating contracts for all BCBSTX provider networks, including those for TRS-ActiveCare health plans. We have worked hard to try and reach a resolution. However, we were unable to find common ground.

MEMORIAL HERMANN IS NOW OUT OF NETWORK

Effective March 1, 2022, Memorial Hermann hospitals, surgery centers, and affiliated doctors and health care professionals are no longer participating in BCBSTX's networks. This means:

- If participants see Memorial Hermann providers for non-emergency care, services will be reimbursed at the out-of-network benefit level, which will increase their out-of-pocket cost.
- Services will not be reimbursed for participants in the TRS-ActiveCare Primary and TRS-ActiveCare Primary+ plans.
- They may also be billed over the allowable amount in any TRS-ActiveCare plan.

FINDING NEW PROVIDERS

Our goal in contract negotiations is always to provide participants with access to quality, cost-effective health care. Our primary focus now is to make sure they're inconvenienced as little as possible by the transition to other doctors and hospitals for care.

Participants can visit [Provider Finder](#) to find a new PCP or other health care providers and facilities in BCBSTX's networks. They can also call a Personal Health Guide (PHG), 24 hours a day, seven days a week, at **1-866-355-5999** for help finding a provider or questions about their health plan or benefits. We have added more PHGs during this time to ensure we offer the highest level of customer service for participants.

TRS-ActiveCare Primary and TRS-ActiveCare Primary+ participants will be automatically assigned a new in-network PCP beginning March 1, 2022. If they're happy with their PCP assignment, they don't need to do anything. If they want to change their PCP, they can call a PHG anytime at **1-866-355-5999**.

TRANSITION-OF-CARE

We're here to help participants with the transition-of-care. They can contact us for:

- questions about ongoing treatment or prior authorizations on file
- questions about upcoming procedures scheduled at Memorial Hermann
- help filling out a [transition-of-care form](#) to find out if they qualify for the transition-of-care benefits
- any other questions or concerns they have

They can visit the [TRS-ActiveCare website](#) for more information or call a Personal Health Guide, 24 hours a day, seven days a week at **1-866-355-5999**.

www.bcbstx.com/trsactivecareba



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