

Contracts retroactive to March 1, 2022 | View in [Web Browser](#)



MEMORIAL HERMANN REJOINED BCBSTX NETWORKS

After continued contract negotiations, we're happy to report that Memorial Hermann hospitals, doctors, and health care professionals rejoined Blue Cross and Blue Shield of Texas (BCBSTX) provider networks, including the networks for TRS-ActiveCare health plans.

The new agreements are retroactive to March 1, 2022. That means any claims processed as out of network on or after March 1, 2022, will be reprocessed at the in-network benefit level.

During the negotiations, BCBSTX may have assigned some participants with TRS-ActiveCare Primary and TRS-ActiveCare Primary+ health plans to new Primary Care Providers (PCP).

What now? Participants can go to [Blue Access for MembersSM](#) to see if they were assigned a new PCP. If so, they may either choose to stay with the provider selected or return to their Memorial Hermann PCP.

If participants have any questions, or if their preferred PCP is not accepting new patients, they can call a Personal Health Guide, 24 hours a day, seven days a week, at [1-866-355-5999](tel:1-866-355-5999). Personal Health Guides can also help with:

- Finding or making appointments with in-network providers
- Reassigning their PCP
- Out-of-network bills they received for appointments or services March 1, 2022, or later
- Appointments or procedures they had to cancel with a Memorial Hermann provider March 1, 2022, or after
- Transition of care questions
- Ongoing treatments or prior authorizations on file
- Any other questions or concerns they have

Participants can visit the [TRS-ActiveCare website](#) for more information and for instructions for changing their PCP.

www.bcbstx.com/trsactivecareba



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