



Southwestern Health Resources rejoins Blue Cross and Blue Shield of Texas provider networks

After continued contract negotiations, we're happy to report that **Southwestern Health Resources** rejoined **Blue Cross and Blue Shield of Texas** provider networks. SWHR includes **Texas Health Resources** and **UT Southwestern** hospitals, facilities and doctors.

The agreements are retroactive to **April 1, 2025**. **Any claims on or after April 1 will be processed at the in-network benefit level.** If participants have TRS-ActiveCare Primary or TRS-ActiveCare Primary+ plans, **BCBSTX did NOT assign them a new Primary Care Provider** during the negotiations.

They don't need to take any action regarding their claims or PCP assignment.

They can always use [Provider Finder](#)[®] to find in-network health care providers and facilities. They can also call a Personal Health Guide, 24 hours a day, seven days a week, at **1-866-355-5999** for help or questions about their health plan.

PHGs can also help with:

- finding or making appointments with in-network providers
- bills they received for appointments or services April 1, 2025, or later
- appointments or procedures they had to cancel with SWHR providers April 1, 2025, or after
- transition of care questions
- ongoing treatments or prior authorizations on file
- any other questions or concerns they have

For the latest information, check [Negotiation with Southwestern Health Resources](#).

www.bcbstx.com/trsactivecareba



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