



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

As you may know, **Blue Cross and Blue Shield of Texas** has been negotiating new contracts with **Southwestern Health Resources** in North Texas. SWHR includes **Texas Health Resources** and **UT Southwestern** hospitals, facilities and doctors. We’ve worked hard to try and reach a resolution. However, we were unable to find common ground.

SWHR is now out of network

Effective **April 1, 2025**, **THR** and **UTSW** hospitals, health care facilities, doctors and health care professionals won’t be in network for health plans at BCBSTX. This means if participants see **THR** and **UTSW** providers for nonemergency care:

- Services may be paid at the out-of-network benefit level, which may increase their out-of-pocket costs.
- Services may not be paid at all for participants in the TRS-ActiveCare Primary and TRS-ActiveCare Primary+ plans.
- Participants may also be billed more than the allowable amount.

Finding new providers

Our goal in contract negotiations is always to give participants access to quality, cost-effective health care. Our primary focus now is to ensure an easy transition to other doctors and hospitals for care.

Participants can visit [Provider Finder®](#) to find in-network doctors, hospitals 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 for questions about their health plan.

Continuity of care

We’re here to help participants with continuity of care. They can contact a PHG about:

- ongoing treatment or prior authorizations on file
- whether they qualify for transition of care benefits
- help filling out a [transition of care form](#) 📄

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

www.bcbstx.com/trsactivecareba



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