

New hours, same great service!

Personal Health Guides will have new hours starting May 28, 2026.

Blue Cross and Blue Shield of Texas reviewed call trends for customer service and found very low usage rates before 6 a.m. or after 11 p.m. As a result, BCBSTX decided to revise their live customer service hours.

Participants will still get the same great service as always during the hours they need it most.

Before the new hours begin, participants will receive:

- a message on the **Personal Health Guide line** announcing the upcoming change
- an email with details about the new hours

Beginning May 28, participants can call or chat with a PHG from 6 a.m. to 11 p.m. CT, seven days a week.

Participants Can Go Digital After Hours

When participants can't connect with a PHG, they can still get help anytime through [Blue Access for MembersSM](#) or the [BCBSTX App](#). These tools make it easy to:

- get ID cards
- find providers and compare costs
- check claims
- track spending
- send secure messages
- and more

Plus, the **24/7 Nurseline** is always available to help participants decide where to go for care for minor health issues. Call [1-833-968-1770](tel:1-833-968-1770) anytime.

[Get Help](#)

www.bcbstx.com/trsactivecareba



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1001 E. Lookout Drive, Richardson, TX 75082

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