

Pre-header | view in [Web Browser](#)



NEW: HEALTH PLAN DECISION TOOL: ASK EMMA AVAILABLE JULY 15



Benefits Administrators may contact the bswift BAA Team at 1-877-767-5254 or TRSBAINquiries@bswift.com with any questions.

Ask Emma™ is the new TRS-ActiveCare benefit decision tool for 2020-21! This powerful resource will help your employees activate their health and understand their plan options.

Ask Emma will be available for all districts to use on July 15, 2020, when Annual Enrollment begins.

How Ask Emma Can Help Activate Your Employees' Health

Ask Emma will ask personalized questions about employees' expected needs for the coming plan year. Your employees will be able to compare different plan prices and benefits using average costs of care and your district's premiums.

Ask Emma will use the information you or your third-party administrator (TPA) provide to personalize employees' results. If your district hasn't provided pricing yet, Ask Emma will use the minimum state and district contributions so that the results won't reflect the actual prices.

If employees are eligible for regional HMO plans, those options will also be available.

Download the Ask Emma [posters](#) and share them with your employees.

Ask Emma for TPA Districts

Your employees will get to the Ask Emma tool through bswift. They must have a record with their district to use Ask Emma through an active plan or waiver of coverage. Ask them to follow these simple steps to begin activating their health:

- access bswift at trsactivecare.bswift.com
- type the first few letters of your district name to select your district
- select "First Time User" on the login page
- enter your social security number and date of birth to locate your record and set up your security questions
- use Ask Emma to model your benefits
- enroll in the plan you choose

Ask Emma for bswift Districts

bswift integrates the Ask Emma tool into the enrollment process. If your employees use self-service for enrollment inside the bswift portal, they can use Ask Emma.

- access bswift at trsactivecare.bswift.com
- type the first few letters of your district name to select your district
- use your credentials from the prior year on the login page
- if you have forgotten your password, you can use bswift to reset it
- if you have forgotten your password and username, contact your Benefits Administrator
- Ask Emma will be a part of your enrollment and guide you through your options

www.bcbstx.com/trsactivecare

bswift is an independent company that contracts directly with TRS to administer their enrollment platform. bswift does not offer any Blue products or services. They are solely responsible for the products and services they do provide.

Blue Cross and Blue Shield of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. See our full [non-discrimination notice and contacts](#).

To get help and information in your language at no cost, call the customer service number on the back of your member card, or see our [Language Assistance page](#) for more information.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

1001 E. Lookout Drive, Richardson, TX 75082

© Copyright 2020 Health Care Service Corporation. All Rights Reserved.

[Legal and Privacy](#)

