

Need help choosing a plan? Ask Emma! | view in [Web Browser](#)



Hello,

In most districts, participants can start enrolling in their 2020-21 TRS-ActiveCare health benefits administered by Blue Cross and Blue Shield of Texas (BCBSTX) already! Whether your district kicked off Annual Enrollment already or will in the coming weeks, these resources can help you be successful.


[Ask Emma™](#) is a private, personalized virtual assistant that can help employees get the most from their benefits – and it's live now.

Your employees can use this tool to help choose the plan with the coverage they need at the right cost. Learn about how your employees can access this powerful decision tool [here](#).

Our Personal Health Guides can't wait to talk to participants - from the right phone number, **1-866-355-5999**. It appears participants recently got a welcome flier that listed the wrong number. We apologize for any inconvenience and have updated our flier. You can see the latest [here](#).

Please copy the content below and email it to your employees. Before sending, be sure to fill in the date your district begins Annual Enrollment and remove the nonapplicable Ask Emma instructions.





Want personalized information about your health care benefits? Ask Emma!

Annual Enrollment starts **[fill in your district's Annual Enrollment start date]**! That means it's time to Activate Your Health and explore your 2020-21 TRS-ActiveCare health plan options!

[Ask Emma™](#), a private, personalized virtual assistant that can help you get the most out of your benefits, is integrated into your enrollment process.

When you enroll, you can use Ask Emma to help you pick the plan with the coverage you need at the right cost. She'll consider things like your age, budget, current health care needs, and where you live to help you find the best plan to activate your health. Follow these simple steps to begin:

- Access [Ask Emma](#).
- Type in your district's name and select it.

[If your district uses the bswift enrollment portal use these two bullet points]

- Use your credentials from last year on the login page.
- Contact your Benefits Administrator if you have forgotten your password and username.

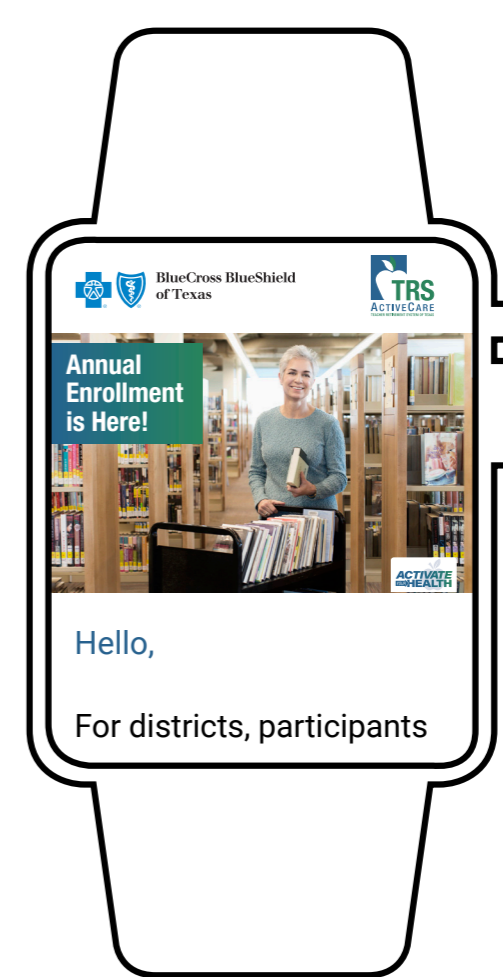
[If your district uses a third-party enrollment portal use these two bullet points]

- 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.

Need to find a doctor? With Blue Cross and Blue Shield of Texas' (BCBSTX) easy-to-use online [Provider Finder®](#), you can search for doctors by location, name and more. You'll use this directory to find a Primary Care Provider (PCP) or find an in-network doctor or hospital.

Remember to consult the Annual Enrollment [guide](#) and [video](#) for more information. You can also speak to a live Personal Health Guide to help find a PCP or answer questions about your health plan options at **1-866-355-5999** from 7 am - 6 pm.

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We're excited to work together and look forward to a successful year!

Sincerely,

The District Ambassadors Team

www.bcbstx.com/trsactivecare

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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).

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