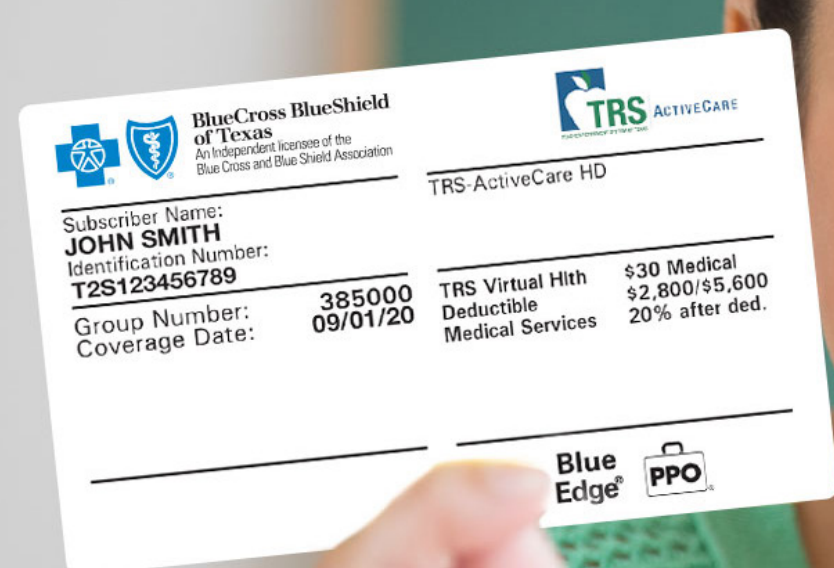


Important Information about ID Cards | view in [Web Browser](#)



ALL ABOUT ID CARDS



Hello,

The new TRS-ActiveCare plan year starts Sept. 1, and we want to share important information about ID cards. **Please encourage your employees to enroll as soon as possible. We don't want them to miss their opportunity to choose a new plan.**

Since Blue Cross and Blue Shield of Texas (BCBSTX) will start sending participants new ID cards in late August, Aetna will stop sending ID cards on Aug. 16.

• After that date, any employee who is a new hire, changes plans or adds a dependent can access an electronic Aetna ID card through [Aetna Navigator](#), Aetna Mobile or by calling Aetna Customer Service at [1-800-222-9205](tel:1-800-222-9205).

• Benefits Administrators with ID card questions may contact the bswiftSM BA Advocate Team at [1-877-767-5254](tel:1-877-767-5254).

• **Remember, participants can continue to use their Aetna ID cards through Aug. 31.**

BCBSTX ID cards for the 2020-21 plan year:

All participants who enroll in a 2020-21 TRS-ActiveCare plan will receive new BCBSTX ID cards. They will also receive a pharmacy ID card from CVS Caremark[®]. Since this year's enrollment is passive, all currently enrolled participants will receive an ID card based on their enrolled plan as of Aug. 14. If they make changes to their plan enrollment on or after that date, they will receive an updated ID card that reflects that plan election.

• Participants can continue to use their Aetna ID card through Aug. 31. On Sept. 1, when their new coverage begins, they'll need to use their new BCBSTX cards.

• Employees who make changes to their plans before Aug. 14 will get ID cards by Sept. 1.*

• Employees who make changes to their plans on or after Aug. 14 will get updated ID cards the week of Sept. 7.*

Participants enrolled in [TRS-ActiveCare Primary](#) or [TRS-ActiveCare Primary+](#) will receive an ID card for each covered participant. Participants enrolled in [TRS-ActiveCare HD](#) or [TRS-ActiveCare 2](#) employee-only plans will receive one ID card, while those on family plans will receive two ID cards.

If participants haven't received their ID cards by Sept. 1, they can still use their TRS-ActiveCare health plans. They can call a Personal Health Guide at [1-866-355-5999](tel:1-866-355-5999) on or after Aug. 17 to get their ID card information so they can register for [Blue Access for MembersSM](#) (BAMSM).

Once they have that information, they can get an ID card by:

• downloading the BCBSTX App from the [Apple App Store](#) or [Google Play](#) to get a digital ID card

• texting[†] **BCBSTX to 33633** and following the prompts

• logging in to BAM to print a temporary ID card
— Once they're in BAM, they can left-click on the picture of the ID card they want to print or download.

HMO ID cards for the 2020-21 plan year:

Participants who enroll in a Central and North Texas Scott and White Care Plan (SWCP) or a BCBSTX South or West Texas Blue Essentials HMO plan will also receive new ID cards.

• Participants can continue to use their current SWCP (formerly First Care) or Blue Essentials ID cards through Aug. 31. On Sept. 1, when new coverage begins, they'll need to use their new ID cards.

• Employees who enroll in a SWCP or Blue EssentialsSM HMO plan before Aug. 14 will get their ID cards by Sept. 1.

• Employees who enroll in a SWCP or Blue EssentialsSM HMO plan on or after Aug. 14 will get their ID cards within the first few weeks of September.

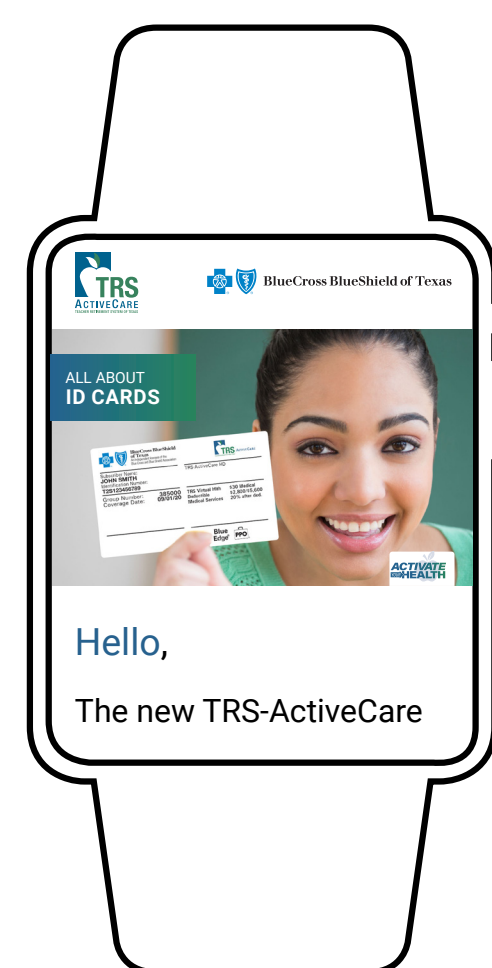
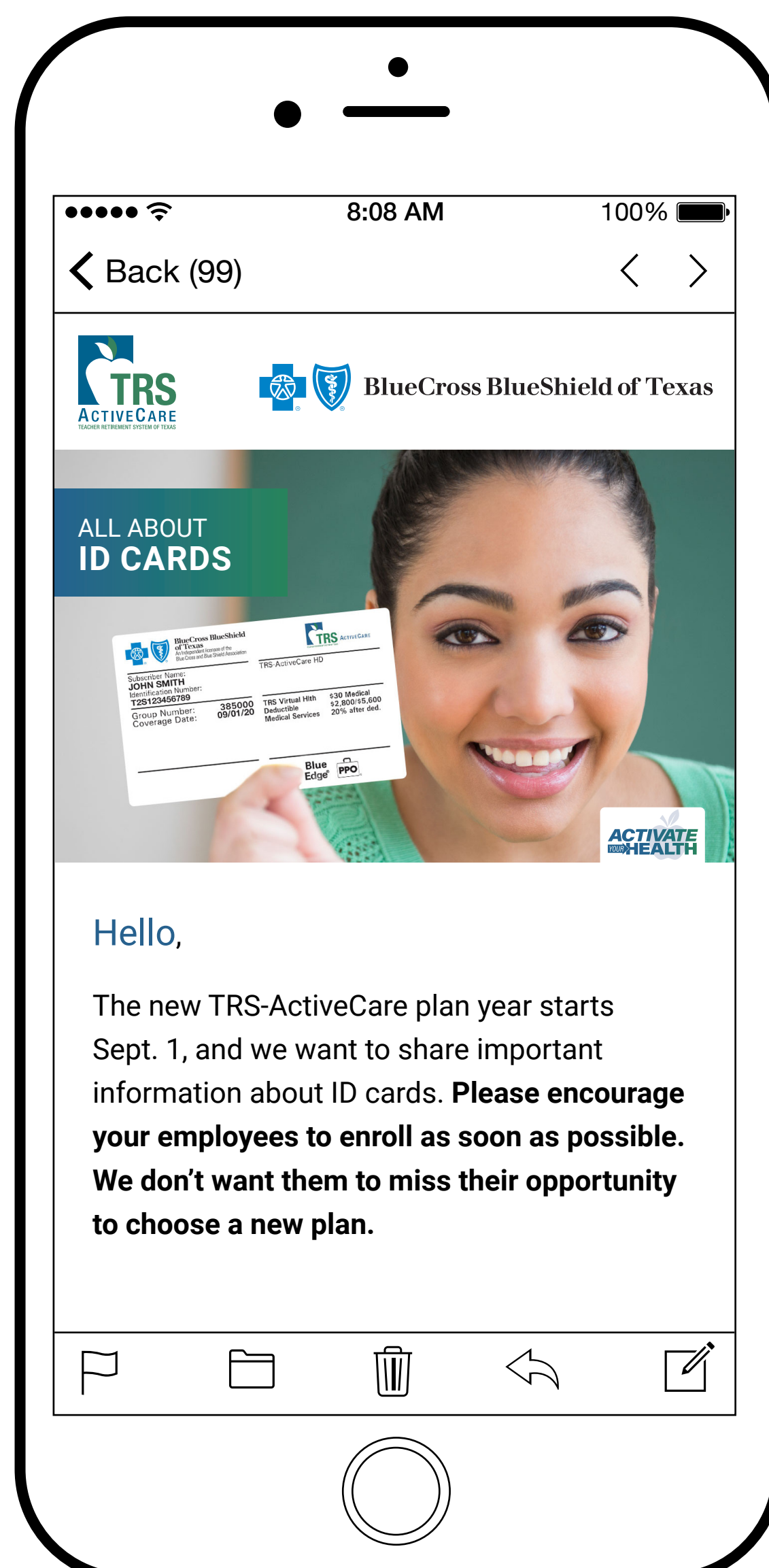
If participants haven't received their ID card by Sept. 1, they can still use their health plan benefits. Participants enrolled in a SWCP can access their electronic ID card starting Sept. 1 through the [SWCP member portal](#). They can use their social security number to register. They can also contact the customer service number at [1-800-321-7947](tel:1-800-321-7947), before Sept. 1, or [1-844-633-5325](tel:1-844-633-5325), after Sept. 1 to get their ID card information.

Participants who have a Blue Essentials HMO plan can also access their electronic ID card starting Sept. 1 through [BAM](#). They can call a Customer Advocate at [1-888-378-1633](tel:1-888-378-1633) to get their ID card information.

Primary Care Provider (PCP) on BCBSTX ID cards for some plans:

For TRS-ActiveCare Primary and TRS-ActiveCare Primary+ plans, the name of the participants' Primary Care Provider (PCP) will be on their ID cards.

If participants change their PCP before Aug. 21, BCBSTX will automatically send them a new card that reflects their update. After Aug. 21, participants can change their PCP by logging in to [BAM](#) or calling a Personal Health Guide at [1-866-355-5999](tel:1-866-355-5999).



www.bcbstx.com/trsactivecare

*Timing of ID cards is contingent upon districts' Annual Enrollment period and when districts process eligibility files.

†Message and data rates may apply. Terms and conditions and privacy policy at bcbstx.com/mobile/text-messaging.

bswiftSM 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.

Caremark[®] is an independent pharmacy benefit management company that is solely responsible for the products and services they offer.

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).

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