

Primary Care Provider (PCP) Assignments | view in [Web Browser](#)



IMPORTANT PCP ASSIGNMENT INFO



Hello,

Thank you for making this year's Annual Enrollment a success.

Even though the new plan year has begun, there is one important coverage detail that still needs attention. We also want to alert you to upcoming bswift training that will help you understand billing.

PCP Assignments

Many participants in [TRS-ActiveCare Primary](#) or [TRS-ActiveCare Primary+](#) plans didn't select a Primary Care Provider (PCP) when they enrolled. In most cases, a PCP was assigned to these participants based on either their prior claims or where they live. The assigned PCP's name and phone number is on their ID cards. In some cases, a PCP couldn't be assigned, and **employees need to choose a PCP before they can use their benefits.**

The steps for your employees to select or change their PCP are outlined below.

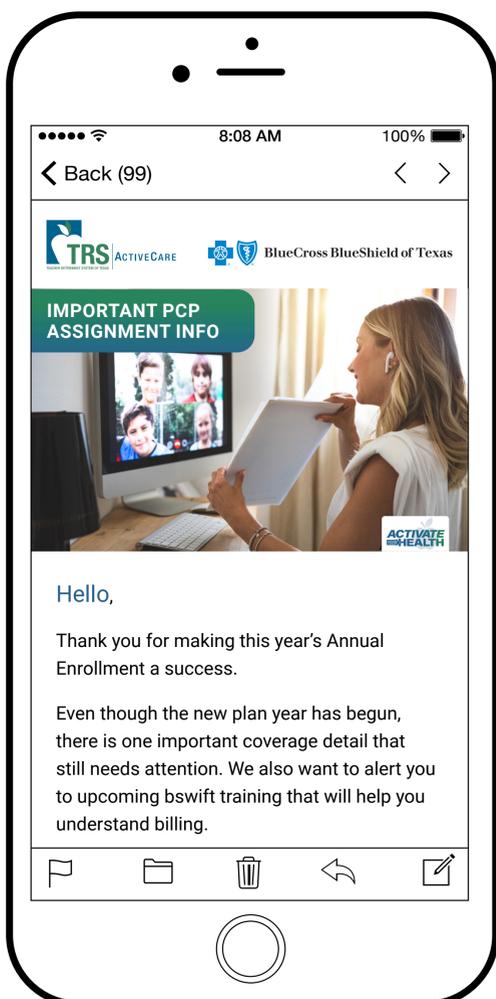
bswift® Billing Refresher

Need help reviewing your bills and submitting discrepancies? Attend bswift's Benefits Administrators training, Tuesday, Sept. 15, from 11 a.m. to 12 p.m. [Register here.](#)

New Benefits Administrators' Website

Don't forget you can always visit our new, more comprehensive [TRS-ActiveCare BA website](#). This site includes the Annual Enrollment toolkit and other resources and materials to help you guide your employees through using their new health plans. We encourage you to explore the new website and bookmark it for easy access going forward.

Please copy and paste the content below and email it to your district's employees.



IMPORTANT PCP ASSIGNMENT INFO



Did you select a Primary Care Provider (PCP) during Annual Enrollment?

If you enrolled in TRS-ActiveCare Primary, TRS-ActiveCare Primary+, Blue Essentials - South Texas HMOSM, or Blue Essentials - West Texas HMOSM, you are required to have a PCP to get coverage. If you didn't choose a PCP during enrollment, one may have been assigned to you based on either your prior claims or where you live. If a PCP was assigned, their name and phone number are listed on your ID card. In some cases, we couldn't assign a PCP. If you see "NO PCP ON FILE" on your ID card, you'll need to select one before you can use your benefits.

Here are the steps to select or change your PCP:

Participants enrolled in [TRS-ActiveCare Primary](#) or [TRS-ActiveCare Primary+](#) plans can follow these steps to select or change their PCP:

1. Go to bcbstx.com/trsactivecare and log in to Blue Access for MembersSM.
2. Click on the **Doctors and Hospitals** tab, then on the **Doctors and Hospitals** link.
3. If you know the name of the PCP you would like to select, search by **Name and Specialties**.
4. If you don't have a PCP in mind, **Browse by Category** and select **Medical Care** from the drop-down menu.
5. Next, select **Primary Care**.
6. Choose **Family Practice, General Medicine, Internal Medicine, Obstetrics & Gynecology** or **Pediatrics** to narrow your search.
7. Pick a **PCP** from the providers listed and click on **View Profile**.
8. Locate the **10-digit provider ID number** at the very top of the page under **Provider Highlights**. You will need this number.

To change your PCP, call a Personal Health Guide (PHG), at **1-866-355-5999**. PHGs are available 24 hours a day, seven days a week.

Participants enrolled in [Blue Essentials - South Texas HMO](#) or [Blue Essentials - West Texas HMO](#):

1. Go to the [TRS HMO website](#) and click on **Doctors and Hospitals**.
2. **Browse by Category** and select **Medical Care** from the drop-down menu.
3. Next, select **Primary Care**.
4. Choose **Family Practice, General Medicine, Internal Medicine, Obstetrics & Gynecology** or **Pediatrics** to narrow your search.
5. Pick a **PCP** from the providers listed and click on **View Profile**.
6. Locate the **10-digit provider ID number** at the very top of the page under **Provider Highlights**. You will need this number.

To change your PCP, call a Customer Service Advocate at **1-888-378-1633** from 8 a.m. to 6 p.m.

Tip: If your provider is part of a clinic group and you can't locate the clinic on [Provider Finder](#)[®], try searching the individual provider.

As always, thank you for all you do. If we can be of further support, call a PHG at **1-866-355-5999**.

Sincerely,
The TRS-ActiveCare 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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