

Here's what happens next | view in [Web Browser](#)



Hello,

Annual Enrollment has ended. We hope it was a success for you. As we all take a collective breath, we want to share important details so you can help your employees know what to expect next. This information will help them get ready for the new plan year and activate their health.

Coverage is about to begin!

The new TRS-ActiveCare plan year starts Sept. 1. This is when participants can start using their Blue Cross and Blue Shield of Texas (BCBSTX) health plans. Until then, they can continue to use their existing Aetna benefits and go to the BCBSTX [TRS-ActiveCare website](#) to view important information about their new coverage.

ID cards and Personal Health Guides:


Depending on when they enrolled, participants may not have received their ID cards yet. They can call a Personal Health Guide (PHG) at **1-866-355-5999**, Monday through Friday, from 7 a.m. to 6 p.m., to get their member information. Starting Sept. 1, PHGs will be available 24 hours a day, seven days a week, to help with benefits questions, finding in-network providers, transition of care, and more.

If you have questions about ID cards, call a PHG at **1-866-355-5999**.

Help your employees go mobile:

Participants can also download the BCBSTX App from the [Apple App Store](#) or [Google Play](#) or by texting **BCBSTX** to **33633*** to access their coverage details on the go.

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



Thank you for enrolling!

Your new TRS-ActiveCare coverage, powered by Blue Cross and Blue Shield of Texas (BCBSTX), starts Sept. 1. Here's what to expect next.

It's time to Activate Your Health – coverage is about to begin!

On Sept. 1, you can register for [Blue Access for MembersSM](#) (BAMSM), BCBSTX's secure member portal, and start using your TRS-ActiveCare coverage. Until then, you can continue to use your existing Aetna benefits. You can also visit the BCBSTX [TRS-ActiveCare website](#) to:

- get important details about your coverage
- use [Provider Finder[®]](#) to find an in-network doctor, hospital or other provider or change your Primary Care Provider (PCP)
- find information about a wide range of wellness topics

ID cards:

If you haven't received your ID card, it should be arriving soon. You can call a Personal Health Guide (PHG) at **1-866-355-5999**, 24 hours a day, seven days a week, to get your member information so you can log into [BAM](#) on Sept 1.

Personal Health Guides:

Starting Sept. 1, PHGs are available anytime to help with:

- answering health plan and prescription drug benefits questions
- finding in-network providers
- transitioning care, and more

You can learn more about PHGs [here](#).

Health care on the go:

You can download the BCBSTX App from the the [Apple App Store](#) or [Google Play](#) or by texting **BCBSTX** to **33633*** With the App, you'll be able to review claims, coverage and deductible information, see your digital ID card, and find a provider, right from your mobile device.

Important information about your plan:

Not sure which plan you have? You can find the [TRS-ActiveCare](#) and [Regional HMO plans](#) from last year below to see what your 2020-21 plan is.

TRS-ACTIVECARE PLANS

[TRS-ActiveCare Primary](#) – This is a new plan, so you had to actively enroll in this plan during Annual Enrollment.

[TRS-ActiveCare Primary+](#) – If you were enrolled in the TRS-ActiveCare Select plan in 2019-20 and didn't take action during Annual Enrollment, you were enrolled in the TRS-ActiveCare Primary+ plan, and a PCP was assigned to you. You can change your PCP in [BAM](#) or by calling a PHG at **1-866-355-5999**.

***Important:** If you enrolled in either the TRS-ActiveCare Primary plan or TRS-ActiveCare Primary+ plan, and you use any provider who is not your PCP or a specialist you were referred to by your PCP, your claims will be denied – even if the provider is in network. This means you'll have to pay out of pocket for your care.*

[TRS-ActiveCare HD](#) – If your 2019-20 plan was TRS-ActiveCare 1-HD and you didn't make any changes during Annual Enrollment, this is your new plan.

[TRS-ActiveCare 2](#) – If your 2019-20 plan was TRS-ActiveCare 2 and you didn't make any changes during Annual Enrollment, you'll remain in this plan for the 2020-21 plan year.

REGIONAL HMO PLANS

If your 2019-20 plan was the Scott & White Health Plan (formerly known as the First Care Health Plan), your 2020-21 plan is [Blue Essentials - West Texas HMOSM](#).

If your 2019-20 plan was the Scott & White Health Plan - Central and North Texas HMO, your 2020-21 plan remains the [Scott & White Health Plan - Central and North Texas HMO](#).

If your 2019-20 plan was Blue Essentials - South Texas HMO, you will remain in the [Blue Essentials - South Texas HMOSM](#) plan for the 2020-21 plan year.

You can get details about all the regional HMO plans [here](#).

As always, thank you for all you do. If we can be of further support in any way, don't hesitate to call a Personal Health Guide at **1-866-355-5999**.

Sincerely,
The TRS-ActiveCare Team

www.bcbstx.com/trsactivecare

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

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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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