

Transition of Care Benefits | view in [Web Browser](#)



IMPORTANT INFORMATION ABOUT TRANSITION OF CARE



Hello,

As we look toward the 2020-21 TRS-ActiveCare plan year, transition of care may be an important topic for some of your employees. Below you'll find valuable information about how transition of care works so you can help them navigate this feature of the [TRS-ActiveCare health plans](#).

TRANSITION OF CARE

The scenario:

An employee or a covered dependent is receiving ongoing medical treatment when they enroll, and their treating physician isn't in the Blue Cross and Blue Shield of Texas (BCBSTX) provider network for the TRS-ActiveCare plan they chose.

The solution:

Participants can request ongoing care for up to six months with their current doctor. **To apply and avoid a delay in care, participants should submit a [Transition of Care form](#) by Sept. 1, 2020.** Submitting the form doesn't guarantee their request will be approved. We'll send them a decision by mail. If approved, BCBSTX will pay the benefits at the in-network rates for the authorized period. **If the participant's doctor is in-network, a Transition of Care form is not required.**

Transition of care is available for new enrollees, dependents starting coverage after a qualifying event, and participants switching from another TRS-ActiveCare health plan.

Several situations may qualify participants for transitional care, including:

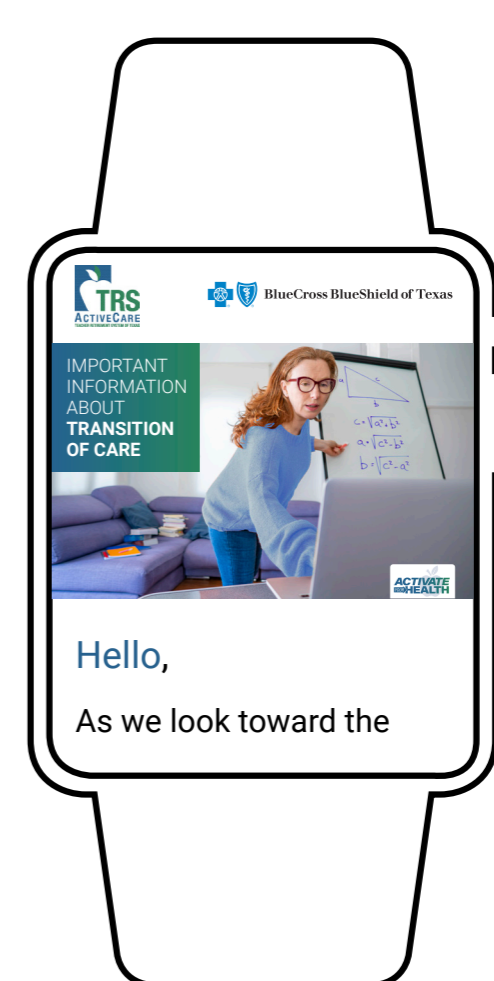
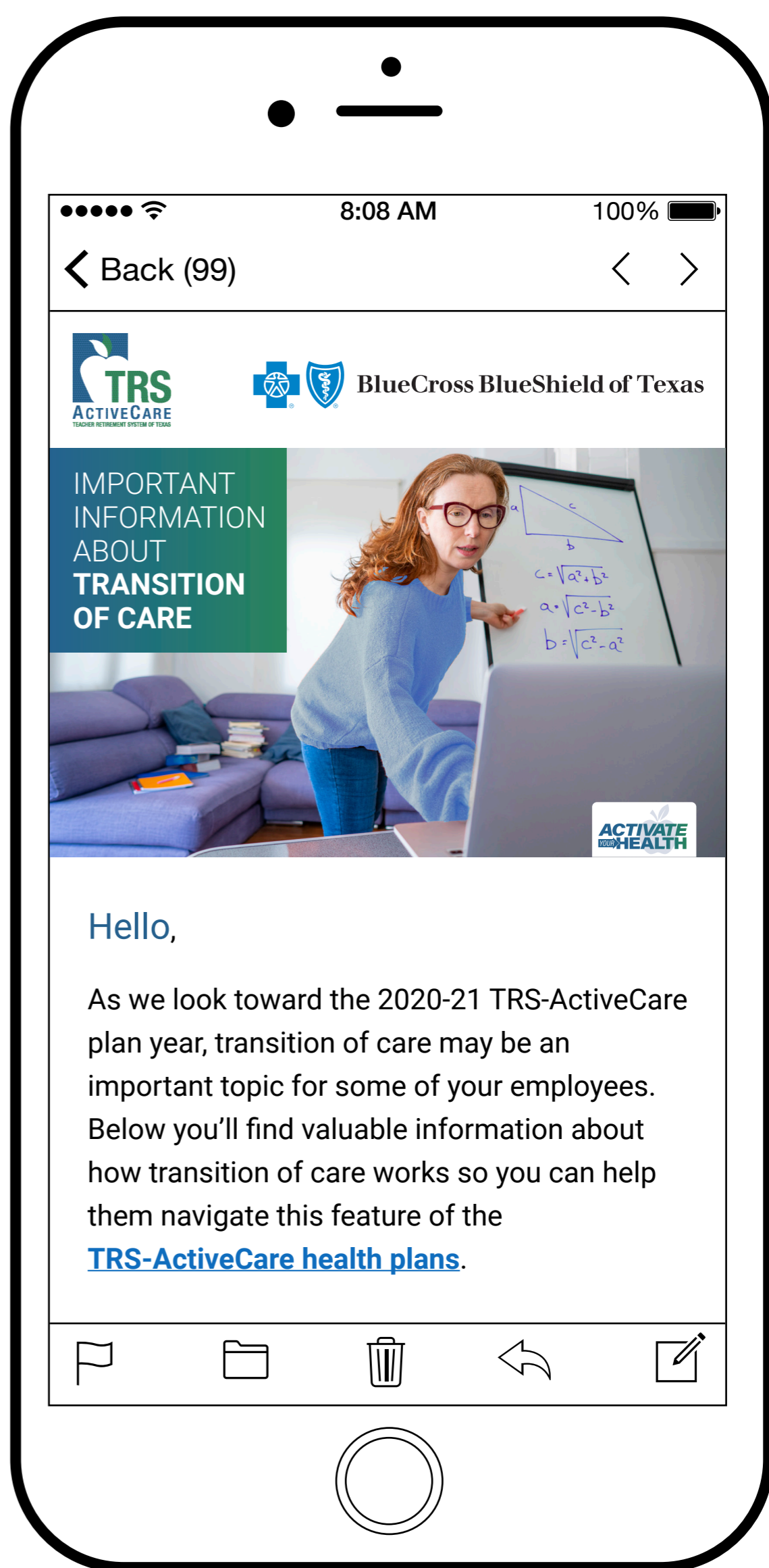
- cancer treatment or therapies
- treatment for a terminal illness
- second-trimester or later pregnancy care
- cardiac rehabilitation

BCBSTX will begin processing forms on Aug. 17, 2020. Starting on Aug. 17, participants can call a Personal Health Guide at **1-866-355-5999** to get their subscriber and group ID numbers, which are both needed to complete the form.

Prior authorizations approved by Aetna for services after Sept. 1, 2020 will be automatically processed by BCBSTX and no further action is necessary. All disabled dependents will be automatically added to participants' accounts on Sept. 1, 2020 and will be honored. After two years, recertification may be required.

You can find more information about transition of care and other important topics in our [Benefits Administrators Transition of Care FAQs](#).

Please copy and paste the content below and send it to your employees.



CONTINUING YOUR CARE WITH TRS-ACTIVECARE



Are you currently receiving treatment for a health condition? Are you concerned about what will happen if your doctor isn't in-network under your new health care coverage? Transition of care is a vital part of your [TRS-ActiveCare coverage](#), and it's offered with every 2020-21 TRS-ActiveCare health plan.

Your health and wellbeing are our top priorities. With transition of care, you or a covered dependent who's getting care from a provider who is **not** in Blue Cross and Blue Shield of Texas' (BCBSTX) provider networks can apply to keep seeing that provider temporarily. If approved, BCBSTX will pay benefits at in-network rates for a certain time period.

Transition of care is available whether you're a new enrollee, a dependent starting coverage after a qualifying event like marriage, divorce, or job loss, or you switched from another TRS-ActiveCare health plan.

You may qualify for transitional care if you're undergoing an active course of treatment, such as:

- cancer treatment or therapies
- treatment for a terminal illness
- second-trimester or later pregnancy care
- cardiac rehabilitation

To apply and avoid a delay in care, you should submit a [Transition of Care form](#) by Sept. 1, 2020. Keep in mind that submitting the form doesn't guarantee your request will be approved. We'll send you a decision by mail.

BCBSTX will begin processing forms on Aug. 17, 2020. Starting on Aug. 17, you can call a Personal Health Guide at **1-866-355-5999** to get your subscriber and group ID numbers, which are both needed to complete the form.

Prior authorizations approved by Aetna for services after Sept. 1, 2020 will be automatically processed by BCBSTX and no further action is necessary. All disabled dependents will be automatically added to your account on Sept. 1, 2020 and will be honored. After two years, recertification may be required.

You can use the online [Provider Finder®](#) directory to check if your current provider is in-network or find a new in-network provider. You can also call a Personal Health Guide at **1-866-355-5999**, Monday through Friday from 7 a.m. to 6 p.m. for more information about transition of care.

Beginning Sept. 1, 2020, you can call a Personal Health Guide 24 hours a day, seven days a week for help with claims, cost estimates, prior authorization, and more.

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As always, thank you for all you do. If we can be of further support in any way, please don't hesitate to reach out to your District Ambassador.

Sincerely,
The District Ambassadors Team

www.bcbstx.com/trsactivecare

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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