

Your TRS-ActiveCare District Support Team | view in [Web Browser](#)



WE'RE HERE TO SUPPORT YOU!



Hello,

TRS is happy to announce enhancements to support your district's participation in TRS-ActiveCare! This year's new TRS-ActiveCare options were designed in response to districts' requests for plans with lower premiums and copays that make it easier to access care.

In addition to the knowledgeable and responsive services you have come to expect from bswift's® Benefits Administrator Advocate (BAA) Team, we are working with Blue Cross and Blue Shield of Texas (BCBSTX) to build a new TRS District Ambassador (DA) Team to help us better understand and meet your needs.

Messages from the bswift BAA Team and TRS DA Team are below. Thank you again for your partnership with us!

**Your bswift Benefits Administrator Advocate (BAA)**

One of the exciting changes to TRS-ActiveCare is that the BAA team is now part of [bswift](#).

We know how important it is to have a trusted resource, so this team remains staffed by the BAAs you have come to know. Unless we contacted you, you will continue to work with the same BAA. The bswift BAA Team consists of:

- Cecilia Arce
- Jen Barrow
- Addaryl Brown
- Frank Burlison
- Kimberly Dewar-Carter
- Cory Gillam, Supervisor
- Hascal James
- Sandra Lopez
- Kim Love

There are no changes to how bswift will serve you. You can still contact BAAs at **1-877-767-5254**. However, they have an updated email address: [trsbainquiries@bswift.com](mailto:trsbainquiries@bswift.com). This new email address will help streamline resources so your BAA Team can address your inquiries more efficiently.

bswift's BAAs will continue to assist with:

- access to the bswift portal
- access to care updates
- billing reconciliations
- COBRA enrollment
- disability determinations
- discrepancy reports
- eligibility inquiries
- exceptions
- TRS administrative rules

bswift appreciates the privilege of continuing to serve TRS-ActiveCare districts.

**Your TRS District Ambassador (DA)**

The TRS DA program is a new partnership between TRS and BCBSTX that will enhance support to districts and increase the value of your district's participation in TRS-ActiveCare. Over the next year, TRS and BCBSTX will expand the program to give you several new services, including:

- presentations for you and participants about plan benefits and wellness topics
- analysis of district utilization trends
- assistance identifying local and plan resources for flu and vaccination clinics, screenings, and tobacco cessation programs
- collaboration on solutions to reduce participant costs

Our goal is for DAs to be the primary contact for you and your district's leadership when you have ideas about how TRS can help you meet your employees' benefits goals. We want to understand how we can help you meet your district's strategic goals. As the DA program is being developed, your input is valued! DAs are assigned by ESC Region. Their names and contact information are listed below.

Jonathan Collander	ESC Region 12	(817) 826-8302	<a href="mailto:Jonathan_Collander@bcbstx.com">Jonathan_Collander@bcbstx.com</a>
Clayton Easom	ESC Regions 16 and 17	(972) 766-2721	<a href="mailto:Clayton_Easom@bcbstx.com">Clayton_Easom@bcbstx.com</a>
Dena Huggler	ESC Regions 9 and 11	(942) 766-3269	<a href="mailto:Dena_Huggler@bcbstx.com">Dena_Huggler@bcbstx.com</a>
Elena Lathrop	ESC Regions 7 and 8	(972) 766-7160	<a href="mailto:Elena_Lathrop@bcbstx.com">Elena_Lathrop@bcbstx.com</a>
Gina Lindsey	ESC Regions 14, 15, 18, and 19	(325) 794-3624	<a href="mailto:Gina_Lindsey@bcbstx.com">Gina_Lindsey@bcbstx.com</a>
Holland Nguyen	ESC Regions 1 and 20	(512) 231-7619	<a href="mailto:Holland_Nguyen@bcbstx.com">Holland_Nguyen@bcbstx.com</a>
Lisa Pinchback	ESC Regions 2 and 13	(512) 231-7682	<a href="mailto:Lisa_Pinchback@bcbstx.com">Lisa_Pinchback@bcbstx.com</a>
Kathy Salas	ESC Regions 4 and 5	(713) 663-1127	<a href="mailto:Kathat_Salas@bcbstx.com">Kathat_Salas@bcbstx.com</a>
Sydney Thorne	ESC Region 10	(972) 766-1734	<a href="mailto:Sydney_Thorne@bcbstx.com">Sydney_Thorne@bcbstx.com</a>
Laura Wolf	ESC Regions 3 and 6	(903) 934-7013	<a href="mailto:Laura_Wolf@bcbstx.com">Laura_Wolf@bcbstx.com</a>

DAs have already begun their outreach to districts. If you haven't heard from your DA yet, you will soon! They are excited to meet you and look forward to supporting you and your district to help make your work easier.

TRS strives to make TRS-ActiveCare the health plan of choice for districts. We hope this additional support will help serve your district and strengthen our ongoing partnership.

Sincerely,  
The TRS-ActiveCare Team

**[www.bcbstx.com/trsactivecare](http://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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