

Make sure they know how to connect with us | view in [Web Browser](#)



Hello,

We want to make it easy for participants to get information about their TRS-ActiveCare health plan and to communicate with us.

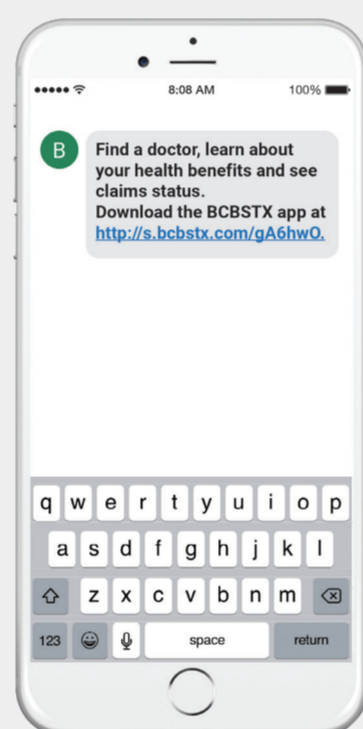
Over the next two months, we'll be emailing participants important information about three key resources.

Text messages from BCBSTX

Participants can opt in to receive text messages to get:

- Alerts when claims have been finalized
- Important updates about their TRS-ActiveCare health plan
- Info about their benefits and the resources available through their coverage

Participants can visit the BCBSTX [preferences page](#) to add their mobile number to their account preferences.



Personal Health Guides (PHG)

A PHG can assist participants around the clock with:

- Claims and benefits questions
- Cost estimates
- Finding in-network providers
- Medical and prescription drug benefits
- Prior authorizations
- Scheduling appointments
- Transitioning care

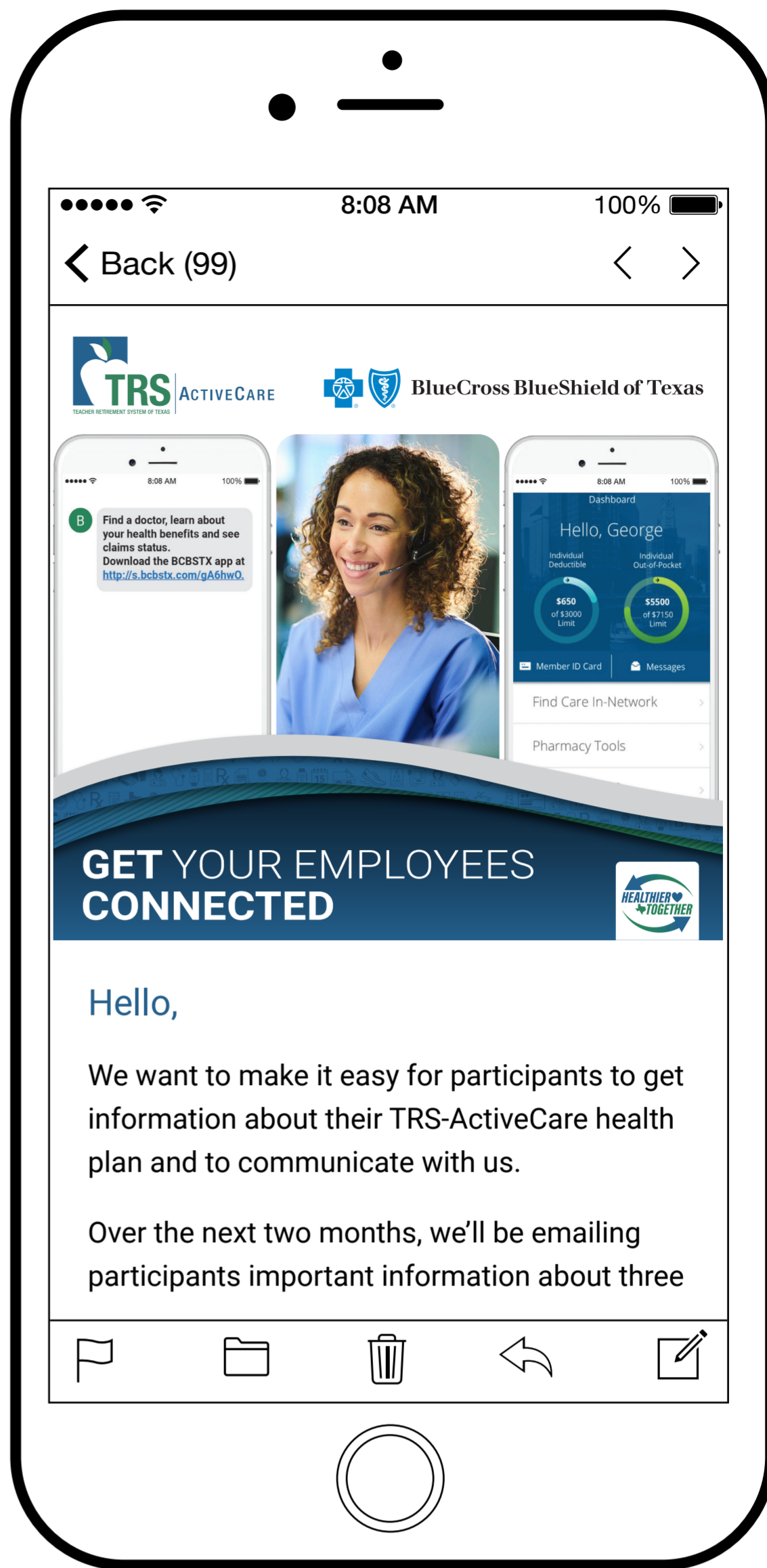
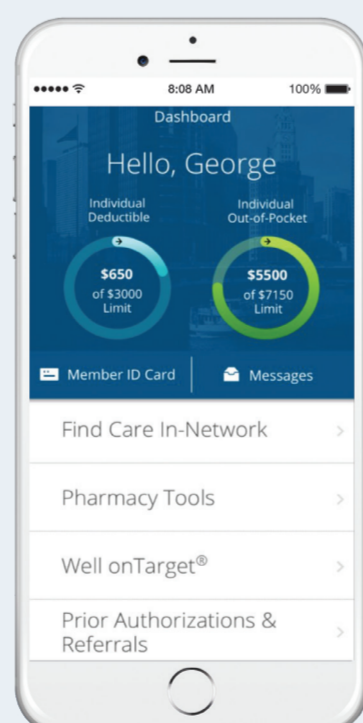
PHGs are available at **1-866-355-5999** or through the **BCBSTX App**, 24 hours a day, seven days a week.



The Blue Cross and Blue Shield of Texas (BCBSTX) Mobile App

Participants can download the App to access their health care coverage on the go, including:

- Getting their digital ID card
- Chatting with a PHG
- Accessing their claims, coverage and deductible information
- Finding a doctor, hospital or urgent care facility



Thank you again for all you do,
The TRS-ActiveCare Team

www.bcbstx.com/trsactivecareba

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