



# WELCOME TO YOUR TRS-ACTIVECARE BENEFITS!



In the information we sent this morning, two of the District Ambassador's (DA) email addresses were incorrect. We apologize for this inconvenience and have included an updated list of the DA's contact information below.

Hello,

The new plan year has begun! Your employees and their covered dependents can now use their new TRS-ActiveCare benefits through Blue Cross and Blue Shield of Texas (BCBSTX).

They may have questions about how to make the most of their coverage. TRS-ActiveCare's 2020-21 health plans were designed to help participants activate their health. Below is information about a few key features to support them as they get started.

### Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>)

Participants can now use Blue Access for Members (BAM), BCBSTX's secure member site, by clicking on "Log In" in the top right corner of the TRS-ActiveCare website's [homepage](#).

With BAM, employees can:

- get details about their benefits, such as deductibles and maximum out-of-pocket limits
- use Provider Finder<sup>®</sup> to search for an in-network doctor, hospital, or other provider
- request or print an ID card
- sign up to receive texts or alerts on claims, prescription reminders, and other important topics
- view up to 18 months of claims activity

### TRS-ActiveCare Website

Remember, employees can always go to the TRS-ActiveCare website to:

- check out their [health and wellness benefits](#)
- get details about [TRS Virtual Health](#)
- [nominate a provider](#) to be added to BCBSTX's statewide and national networks
- learn about [digital tools](#) that give them access to their coverage information on the go

### Personal Health Guides

Now that the plan year has started, employees can call a Personal Health Guide (PHG), 24 hours a day, seven days a week, at **1-866-355-5999**.

PHGs are there to make health care easier, with around-the-clock assistance on:

- medical and prescription drug benefits
- finding in-network providers
- claims and benefits questions
- scheduling appointments
- cost estimates
- prior authorizations
- transition of care, and more

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



# WELCOME TO YOUR TRS-ACTIVECARE BENEFITS!



Welcome to your 2020-21 TRS-ActiveCare coverage! Your health plan is designed to help you Activate Your Health, so we want to point out a few key features that will help you make the most of your benefits.

### Blue Access for Members (BAM)

You can now use Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>), BCBSTX's secure member site, by clicking on "Log In" in the top right corner of the [TRS-ActiveCare website's homepage](#).

In BAM, you can:

- get details about your benefits
- use [Provider Finder<sup>®</sup>](#) to search for in-network doctors and facilities
- request or print an ID card
- sign up to receive texts or alerts on claims and other important topics
- view up to 18 months of claims activity

### Personal Health Guides

Now that the plan year has started, you can call a Personal Health Guide (PHG), 24 hours a day, seven days a week, at **1-866-355-5999**.

PHGs are there to make health care easier, with around-the-clock assistance on:

- medical and prescription drug benefits
- finding in-network providers
- claims and benefit questions
- scheduling appointments
- cost estimates
- prior authorizations
- transitioning care, and more

### Take charge of your wellness!

- Regular checkups can help you Activate Your Health and manage chronic conditions. Your annual physical and other screenings are part of the no-cost preventive care included in your TRS-ActiveCare coverage.
- Be sure to visit the [Health and Wellbeing](#) section of the [TRS-ActiveCare website](#) for information about the wide array of wellness tools.
- [TRS Virtual Health](#) is a great resource for getting and staying healthy. You can talk to a health care provider about non-urgent conditions without having to step into a doctor's office!
- Register on the [CVS Caremark<sup>®</sup>](#) website, where you can print your pharmacy ID card, find drug prices, learn which medications are covered, locate in-network pharmacies, and more.
- [Nominate a Provider](#) to be added to BCBSTX's statewide and national networks.
- Learn about [digital tools](#) that give you access to your coverage information on the go.

We're excited for this plan year and committed to helping you Activate Your Health!

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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](http://www.bcbstx.com/trsactivecare)

CVS Caremark is an independent company that contracts directly with the Teacher Retirement System of Texas to provide prescription drug programs. CVS Caremark does not provide Blue Cross and Blue Shield of Texas products or services and is solely responsible for the products and services it provides.

Some specialty medications may qualify for third-party copayment assistance programs, which can lower participants' out-of-pocket costs. When participants use third-party copayment assistance for any specialty medications, they will not receive credit toward their maximum out-of-pocket or deductible for any copayment or coinsurance amounts that are applied by a manufacturer coupon or rebate. Only the price participants pay out of pocket will apply toward their deductible and maximum out of pocket.

With the CVS Caremark Diabetic Meter Program, copayments are waived for all needles, lancets, and syringes, regardless of brand if purchased the same day as insulin for up to a 31 day supply. Copayments are waived for all needles, lancets, and syringes for a 90 day supply. To receive test strips at no cost, participants must use the preferred brand. Participants will not be charged the Dispense as Written penalty for \$0 copayment medications or supplies. For more details, call 1-800-588-4456.

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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1001 E. Lookout Drive, Richardson, TX 75082

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