

October bills available | view in [Web Browser](#)



## OCTOBER BILLS AND EXCEPTIONS

Hello,

Your October bill will be available on the first of the month, so please see below for important information about accessing your bill and filing exceptions in [bswift](#)®.

### Check Your October Bill

Benefits Administrators (BAs) will be able to access October bills in the [bswift portal](#) on Oct. 1. Make sure your bill reflects any changes made in September.

**You must submit any discrepancies for September and October bills to your bswift Benefits Administrator Advocate (BAA) at 1-877-767-5254 or [trsbainquiries@bswift.com](mailto:trsbainquiries@bswift.com) by Oct. 15. This is when the membership processing window closes for participants whose coverage became effective Sept. 1.**

You can also use bswift's **TRS Billing Credits and Corrections Form** in the **BA Resources** section of [your dashboard](#) to report variations.



For the full calendar of dates when membership information will be processed, see pages 41-42 of the [Administrative Guide](#).

### Exceptions

You may require an exception before a change can be approved. You can find applicable guidelines on pages 43-44 of the [Administrative Guide](#).

You may be granted an exception for extraordinary circumstances constituting good cause. Good cause means that a person's failure to act was due to conditions beyond their control. An exception is not a guarantee of coverage reinstatement, billing credit or enrollment.

### Filing Exceptions

To correctly assign an exception:

1. Log in to the **Tracker** section of [bswift's portal](#) under the affected employee's file.
2. Fill out as much information as possible and upload any supporting documentation.
3. Submit the exception to **Request, Exception** to ensure proper routing.

You'll get notified in the **Tracker** section about your exception approvals.

For more detailed instructions about submitting an exception, watch the **Exceptions Training** video in the **Training** section of your [BA dashboard](#).



For additional support, contact your BAA at 1-877-767-5254 or [trsbainquiries@bswift.com](mailto:trsbainquiries@bswift.com).

Thank you again for all you do.

Sincerely,  
The TRS-ActiveCare Team

[www.bcbstx.com/trsactivecareba](http://www.bcbstx.com/trsactivecareba)

bswift® is an independent company that contracts directly with TRS to administer their enrollment platform. bswift does not offer any Blue Cross Blue Shield products or services. They are solely responsible for the products and services they do provide.

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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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