

Get no-cost help with your plan 24/7



Need help finding a provider?

Want to save money using cost comparisons?

Too busy to make a doctor's appointment?

Connect with a Personal Health Guide (PHG). You have 24/7 access to these benefits specialists at no extra cost through your TRS-ActiveCare plan.



Call **1-866-355-5999** or chat through the [BCBSTX App](#) anytime, day or night.

A PHG can help you:

- **find in-network providers** – whether it's a Primary Care Provider, specialist, hospital, or mental health provider
- **make a doctor's appointment** – so you don't have to find time during the workday
- **figure out costs for a procedure or medication** – so you know what to expect
- **save money** – by comparing costs and finding Member Rewards-eligible providers and facilities
- **make sense of claims** – so you know what's been paid and what you owe
- **understand plan features** – like out-of-pocket maximums, no-cost wellness benefits, prior authorizations, and more
- **get mental health care** – for conditions like depression and anxiety



Maria: In her own words

We just moved to a new neighborhood near the New Mexico border. We needed to find Spanish-speaking specialists and facilities in two states – and try to save money at the same time.

I didn't even know where to start.

A PHG went above and beyond to find us providers who were part of Member Rewards, compare costs for procedures and medications, and give us estimates. They also made doctor's appointments for us, which was a huge time saver!

[Connect with a PHG](#)

www.bcbstx.com/trsactivecare



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