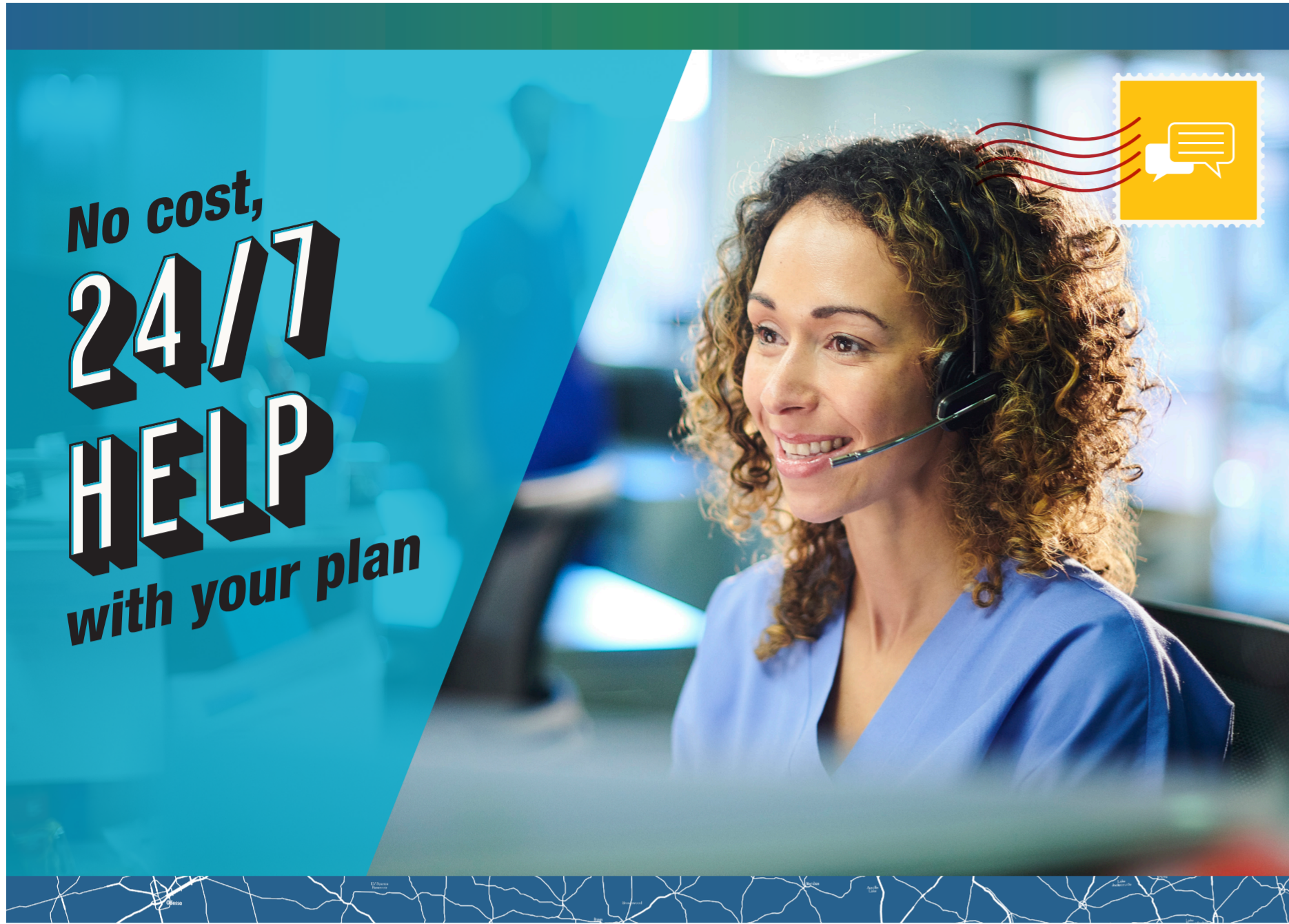


Get help with your plan anytime



Keeping up with preventive care. Knowing how – and where – to get care when you need it. Making sure you’re getting the best price for procedures and prescriptions. It’s a lot to manage.

You’re busy, and even if you weren’t, you’re not a benefits expert.

Thankfully, you have great coverage with your TRS-ActiveCare plan, and 24/7 access to benefits specialists at no extra cost, to help you make the most of it. They’re called Personal Health Guides (PHGs), and their job is to help you get care, get answers, and get healthy.



Call **1-866-355-5999** or chat through the **BCBSTX App** anytime, day or night, for help with:

- **finding in-network providers** – whether it’s a Primary Care Provider, specialist, hospital, or mental health provider
- **making a doctor’s appointment** – no need to worry about calling during office hours
- **saving money** – including help figuring out costs for a procedure or medication
- **learning about your plan** – details about claims, out-of-pocket maximums, no-cost wellness benefits, prior authorizations, and more
- **getting mental health care** – learn about all the resources available to you



**Lily: In her own words**

When I learned I had a chronic condition, my first call was to my mom. The second was to a Personal Health Guide. I needed help finding specialists, understanding how my coverage worked, and comparing costs. It was overwhelming. When they say they’re available 24/7, they’re not kidding. There were times when I’d call in the middle of the night because I couldn’t sleep, and they always had answers. That gave me so much peace of mind.

[Connect with a PHG](#)

[bcbstx.com/trsactivecare](https://bcbstx.com/trsactivecare)



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