

Important information about BCBSTX's provider networks | View in [Web Browser](#)



As you may be aware, Blue Cross and Blue Shield of Texas (BCBSTX) and Memorial Hermann have been negotiating contracts for all BCBSTX provider networks, including those for TRS-ActiveCare health plans. We have worked hard to try and reach a resolution. However, we were unable to find common ground.

### MEMORIAL HERMANN IS NOW OUT OF NETWORK

Effective March 1, 2022, Memorial Hermann hospitals, surgery centers, and affiliated doctors and health care professionals are no longer participating in BCBSTX's networks. This means:

- If you see Memorial Hermann providers for non-emergency care, services will be reimbursed at the out-of-network benefit level, which will increase your out-of-pocket cost.
- Services will not be reimbursed if you have the TRS-ActiveCare Primary plan or TRS-ActiveCare Primary+ plan.
- You may also be billed over the allowable amount in any TRS-ActiveCare plan.

### FINDING NEW PROVIDERS

Our goal in contract negotiations is always to provide you with access to quality, cost-effective health care. Our primary focus now is to make sure you're inconvenienced as little as possible by the transition to other doctors and hospitals for care.

Visit [Provider Finder](#)® to find a new PCP or other in-network health care providers and facilities. You can also call a Personal Health Guide, 24 hours a day, seven days a week, at **1-866-355-5999** for help finding a provider or with questions about your health plan. We have added more PHGs during this time to ensure the highest level of customer service.

TRS-ActiveCare Primary and TRS-ActiveCare Primary+ participants will be automatically assigned a new in-network PCP beginning March 1, 2022. If you're happy with your PCP assignment, you don't need to do anything. If you want to change your PCP, call a PHG anytime at **1-866-355-5999**.

### TRANSITION-OF-CARE

We're here to help you with the transition-of-care. Contact us for:

- questions about ongoing treatment or prior authorizations on file
- questions about upcoming procedures scheduled at Memorial Hermann
- help filling out a [transition-of-care form](#) to find out if you qualify for the transition-of-care benefits
- any other questions or concerns you have

Visit the [TRS-ActiveCare website](#) for more information or call a PHG, 24 hours a day, seven days a week, at **1-866-355-5999**.

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



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