

Contracts retroactive to March 1, 2022 | View in [Web Browser](#)



MEMORIAL HERMANN REJOINED BCBSTX NETWORKS

After continued contract negotiations, we're happy to report that Memorial Hermann hospitals, doctors, and health care professionals rejoined Blue Cross and Blue Shield of Texas (BCBSTX) provider networks, including the networks for TRS-ActiveCare health plans.

You can now access Memorial Hermann affiliated health care providers and facilities again with TRS-ActiveCare's benefits and discounted prices.

Current Memorial Hermann Patients

The new agreements are retroactive to March 1, 2022. That means any claims processed as out of network on or after March 1, 2022, will be reprocessed at the in-network benefit level.

During the negotiations, BCBSTX may have assigned some participants with TRS-ActiveCare Primary and TRS-ActiveCare Primary+ health plans to new Primary Care Providers (PCP).

What now? You can go to [Blue Access for MembersSM](#) to see if you were assigned a new PCP. If so, you may either choose to stay with the provider selected or return to your Memorial Hermann PCP.

If you have any questions, or if your preferred PCP is not accepting new patients, you can call a Personal Health Guide, 24 hours a day, seven days a week, at **1-866-355-5999**. Personal Health Guides can also help with:

- Finding or making appointments with in-network providers
- Reassigning your PCP
- Out-of-network bills you received for appointments or services March 1, 2022, or later
- Appointments or procedures you had to cancel with Memorial Hermann providers March 1, 2022, or after
- Transition of care questions
- Ongoing treatments or prior authorizations on file
- Any other questions or concerns you have

You can visit the [TRS-ActiveCare website](#) for more information and instructions for changing your PCP.



www.bcbstx.com/trsactivecare



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1001 E. Lookout Drive, Richardson, TX 75082

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