

Southwestern Health Resources leaving Blue Cross and Blue Shield of Texas provider networks

As you may know, **Blue Cross and Blue Shield of Texas** has been negotiating new contracts with **Southwestern Health Resources** in North Texas. SWHR includes **Texas Health Resources** and **UT Southwestern** hospitals, facilities and doctors. We've worked hard to try and reach a resolution. However, we were unable to find common ground.

SWHR is now out of network

Effective **April 1, 2025**, **THR** and **UTSW** hospitals, health care facilities, doctors and health care professionals won't be in network for health plans at BCBSTX. This means if you see **THR** and **UTSW** providers for nonemergency care:

- Services may be paid at the out-of-network benefit level, which may increase your out-of-pocket costs.
- Services may not be paid at all for TRS-ActiveCare Primary and TRSActiveCare Primary+ plans.
- You may also be billed more than the allowable amount.

Finding new providers

Our goal in contract negotiations is always to give you access to quality, cost effective health care. Our primary focus now is to ensure an easy transition to other doctors and hospitals for care.

You can visit [Provider Finder](#)[®] to find in-network doctors, hospitals 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 or for questions about your health plan.

Continuity of care


We're here to help you continue your care. Contact a PHG about:


- ongoing treatment or prior authorizations on file
- whether you qualify for transition of care benefits
- help filling out a [transition of care form](#) 📄

For the latest information, check [Negotiation with Southwestern Health Resources](#) 🌐.

www.bcbstx.com/trsactivecare



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