

Do you know about TRS-ActiveCare Personal Health Guides? | view in [Web Browser](#)



PERSONAL HEALTH GUIDES CAN HELP 24/7

Need to know how much a trip to the ER, an MRI, or a therapy appointment will cost? Want help finding an in-network provider? Personal Health Guides (PHG) can help you with these questions and more.

As part of your TRS-ActiveCare coverage, you have access to PHGs at no extra cost, anytime, day or night. Call **1-866-355-5999** or chat through the **BCBSTX App**. The App is available in the [Apple App Store](#) and the [Google Play Store](#).

PHGs are part health advocates, part personal assistants. They're available around the clock to answer any questions you have about using your health plan and help you make the most of your coverage. So, you can connect with a PHG to:

- get information about your medical and prescription drug benefits
- find an in-network doctor, therapist, or facility
- get details about claims
- schedule an appointment with a provider
- get cost estimates
- receive necessary prior authorizations
- get help with transition of care
- and more

[Connect with a PHG](#)

Download The App

To download the App, text* **BCBSTXAPP** to **33633** or search for **BCBSTX** in the Apple App Store or Google Play Store.

You can find a network doctor, hospital or urgent care facility, access your claims, coverage and deductible information and get your digital ID card.



www.bcbstx.com/trsactivecare

* Message and data rates may apply. Terms and conditions and our privacy policy are available at bcbstx.com/mobile/text-messaging.

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To get help and information in your language at no cost, call the customer service number on the back of your member card, or see our [Language Assistance page](#) for more information.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).

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