

TRS-ActiveCare Additional Resources 2020-2021

Teacher Retirement System Of Texas

General Information

- [TRS Website](https://trs.texas.gov) (trs.texas.gov)
- [TRS Forms](#)
- [Frequently Asked Questions about TRS-ActiveCare](#)

General Contact Information

TRS-ActiveCare Customer Service: **1-866-355-5999** Scott & White Health Plan (HMO): **1-844-633-5325** Blue Essentials Access (HMO): **1-888-378-1633**

Enrollment Decision Tool – Ask Emma!



Not sure which plan is the best for your needs, we have a solution for that! Ask Emma is an enrollment decision support tool that can help you determine which plan will suit your Medical and Financial needs. Click [HERE](#) to launch the "Ask Emma" Enrollment Decision Tool.

Instructions

To access "Ask Emma" choose your district, click "Go to Log In Page" and then select the "First Time User" link and follow the instructions to set up your account. You will need to enter your SSN and Date of Birth (DOB) to locate your record, then set up your security questions. Once your account has been set up, you can log in again using your username and password. Now you will be able to Ask Emma to model your benefits.

Please Note: This is not an actual election. You will have to return to **THEbenefitsHUB** to enroll in your chosen plan.

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ActiveCare Primary, ActiveCare Primary+, ActiveCare HD, & ActiveCare 2

Contact Information

If you have any questions about your benefits, contact a Personal Health Guide at **1-866-355-5999**.

Mailing Address for Claims
Blue Cross and Blue Shield of Texas
P.O. Box 660044
Dallas, TX 75266-0044

Plan Specific Resource Guides



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General Information

- [TRS-ActiveCare Home Page](#)
- [Blue Access for Members](#)
- [Annual Enrollment Information Video](#)
- [Annual Enrollment Guide](#)
- [What's New and What's Changing](#)
- [What's New and What's Changing \(Spanish\)](#)
- [Plan Highlights](#)
- [Doctors and Hospitals](#)
- [Preauthorization Requirements](#)
- [Employee Enrollment Presentation](#)

Pharmacy/Prescriptions Resources

CVS Caremark administers your prescription drug plan. For questions about your pharmacy benefits, call 1-866-355-5999 or visit [Caremark](#).

Additional Resources

- [Nominate a Provider](#)
- [TRS Virtual Health](#)
- [Activate Your Health](#) – Health and Wellbeing
- [Well onTarget](#) - Wellness Program
- [Women's and Family Health](#)
- [Tools and Resources](#)

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Downloadable Forms

- [Medical Claim Form \(Domestic\) - English](#)
- [Medical Claim Form \(Domestic\) - Spanish](#)
- [Medical Claim Form \(International\) - English](#)
- [Medical Claim Form \(International\) - Spanish](#)
- [Disabled Dependent Authorization Form - English](#)
- [Disabled Dependent Authorization Form - Spanish](#)
- [Transition of Care Form - English](#)
- [Transition of Care Form - Spanish](#)
- [HIPAA Standard Authorization Form - English](#)
- [HIPAA Standard Authorization Form - Spanish](#)
- [Out-of-State Dependent/Attestation Form](#)