

TRS HMO 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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Blue Essentials (West & South Texas)

Contact Information

1-888-378-1633

Weekdays: 8 a.m. – 6 p.m., CT

General Information

- [Blue Essentials Home Page](#)
- [Blue Access for Members](#)
- [Summary of Benefits Coverage](#) – West Texas
- [Summary of Benefits Coverage](#) – South Texas
- [Benefit Booklet](#)
- [Plan Highlights](#)
- [Summary of Benefits and Coverage](#)
- [Summary of Benefits and Coverage](#) (Spanish)
- [Information on Blue Essentials Access](#)
- Prescription Drug Benefit – [MyPrime.com](#)
- [Health and Wellbeing](#)
- [Update your Preferences](#)
- [Claim Form](#)
- [Transition of Care Form](#)
- [Standard Authorization Form to Use or Disclose Protected Health Information \(PHI\)](#)

24/7 Nurseline

Call the 24-hour nurseline seven days a week to speak with a registered nurse when you or a family member has a health problem or question. Nurses provide health advice and information about high fevers, earaches, cuts, bruises and more. To talk to a nurse or to access an audio library of over 1,200 topics, call **1-888-315-9473**.

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Baylor Scott & White (Central & North Texas)

Contact Information

Baylor Scott & White's highly trained Customer Advocates can help you with things like finding a provider and answering questions about your benefits or claims. If you're experiencing a problem, they'll help make it right. Whatever your question or concern may be, their Customer Advocates will work with you to resolve it as quickly as possible—in most cases, before you hang up the phone.

Call us at **800-321-7947**, 7 AM to 7 PM, Monday – Friday OR

Send a secure email and receive a secure response through the [Member Portal](#)

For COBRA questions contact WageWorks: Call **817-722-2667** from 7 AM – 7 PM, Monday – Friday or email MyBenefits@WageWorks.com

General Information

- [Member Portal](#)
- [Member Guide](#)
- [Member Guide](#) (Spanish)
- [BSWHP Map](#)
- Evidence of Coverage *Coming Soon!*
- [BSWHP SBC](#)
- [BSWHP SBC](#) (Spanish)
- [Transition of Care](#)
- Attending Physician Statement *Coming Soon!*
- Disabled Dependent Form *Coming Soon!*
- Maternity Information *Coming Soon!*

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Provider Search

SWCP TRS members can see providers anywhere in our service area, no matter where they live. Their open access HMO means members are free to see any network provider without a referral. [Find a Provider](#)

Naturally Slim

Ever wonder how some people can eat all their favorite foods and not gain weight? Naturally Slim® is an online program that will teach you how. Naturally Slim is available at NO COST to TRS members. For additional information about Naturally Slim, visit naturallyslim.com/TRSSWHP.

[Naturally Slim for Scott & White Health Plan video](#)

Rates & Benefits

- [Benefits Booklet](#)
- Benefits Booklet (Spanish) *Coming Soon!*
- [Rates and Benefit Changes](#)
- [Rates and Benefit Changes](#) (Spanish)
- [Benefits Video](#)
- [Benefits Presentation](#) PDF, Captioned
- [Benefits Video](#) (Spanish)
- [Benefits Presentation](#) PDF, Captioned (Spanish)

Pharmacy/Prescriptions Resources

- [SWHP Group Value Formulary](#)
- [Quantity Limits-Group Value and Group Choice](#)
- [Drug List Changes](#)
- [SWHP Specialty Pharmacy Drug Program](#)

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Additional Resources

- [Frequently Asked Questions](#)
- [Claims Information](#)
- [Appeals and Grievances](#)
- [Authorizations and Referrals](#)
- [Order an ID Card](#)