

TRS HMO Additional Resources

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**

TRS HMO Additional Resources

Blue Essentials (West & South Texas)

Contact Information

1-888-378-1633

Weekdays: 8 a.m. – 6 p.m., CT

2021-2022: Plan Information

- [Plan Highlights](#)
- [Plan Highlights](#) (Spanish)
- [Summary of Benefits and Coverage](#) – West Texas
- [Summary of Benefits and Coverage](#) – West Texas (Spanish)
- [Summary of Benefits and Coverage](#) – South Texas
- [Summary of Benefits and Coverage](#) – South Texas (Spanish)

2020-2021: Plan Information

- [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)

TRS HMO Additional Resources

General Information

- [Blue Essentials Home Page](#)
- [Blue Access for Members](#)
- [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**.

TRS HMO Additional Resources

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](#)

[Baylor Scott & White Website](#)

For COBRA questions contact WageWorks: Call **877-722-2667** from 7 AM – 7 PM, Monday – Friday or email MyBenefits@WageWorks.com

2021-2022: Plan Information

- [Benefits Booklet](#)
- [Rates and Benefit Changes](#)
- [Rates and Benefit Changes](#) (Spanish)

2020-2021: Plan Information

- [Plan Information](#)

TRS HMO Additional Resources

General Information

- [Baylor Scott & White Website](#)
- [Member Portal](#)
- [BSWHP Map](#)
- [Transition of Care](#)

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](#)

Pharmacy/Prescriptions Resources

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

Additional Resources

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