

## TRS Benefit Administrators' FAQ

**Q. Who is eligible to choose Baylor Scott & White Health Plan (BSWHP) as their healthcare insurance carrier**

A. Anyone who works OR resides in the counties outlined in **BLUE** on the TRS-ActiveCare Central Texas Region map is eligible to select BSWHP as their insurance carrier

**Q. Are participants restricted to visiting providers only in the counties outlined in BLUE?**

A. No; BSWHP participants may visit any in-network provider in the counties shown in **YELLOW**.

**Q. What network will members be on in the upcoming Plan Year?**

A. BSWHP TRS members will use the BSW Premier network. New members should use the provider search on [BSWHealthPlan.com/TRS](https://BSWHealthPlan.com/TRS) to check that their current providers are part of the BSW Premier network.

**Q. What are the changes to the plan for 2023-24?**

A. Please refer to the 2023-2024 Benefit Highlights and Cost Comparison flyer.

**Q. How do I request benefit materials?**

A. Most materials are available to download on the Benefit Administrators' section of [BSWHealthPlan.com/TRS](https://BSWHealthPlan.com/TRS). To request AE postcards (non-mailable) with a QR code that links to our webpage, look for the "TRS Annual Enrollment Materials Request" under Forms and Requests.

**Q. How do I find out if an enrollment request has been received by BSWHP?**

A. Log in to the Employer Portal to check enrollment status.

**Q. What do I do if a participant's information is not updated in the BSWHP system?**

A. Contact your TRS-Benefits Administrator representative. They will assist in submitting an Urgent Membership Request form with the appropriate information to update the system.

**Q. Who do I contact with benefit questions?**

A. **Benefit Administrators:** Contact one of BSWHP's Client Managers for TRS; Chris Gravitt - [Christopher.Gravitt@BSWHealth.org](mailto:Christopher.Gravitt@BSWHealth.org) or Debbie Harvey - [Deborah.MannHarvey@BSWHealth.org](mailto:Deborah.MannHarvey@BSWHealth.org).

**General Information (Members):** 844.633.5325

**Pharmacy Information:** 800.728.7947

Resources for TRS Benefits Administrators are available at [BSWHealthPlan.com/TRS](https://BSWHealthPlan.com/TRS).

## BSWHealthPlan.com/TRS

Your go-to for benefit information and Annual Enrollment materials.

### Benefit Administrators' Section

Click that yellow Benefit Administrators button and you'll be able to:

- Request BSWHP attendance at your enrollment events
- Update your district's contact information
- Request access to the Employer Portal
- Get news and updates



### Annual Enrollment Presentation

A guided tour of the new plan year's benefits, website, member portal, eligible coverage areas, and more.

Available as a video or PDF in English and Spanish.

### Additional Materials

- BSWHP TRS Member Guide
- Benefit Highlights and Cost Comparison
- Benefits Summary
- Plan Documents
- Coverage Area Map
- And more!

