



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 are the changes to benefits for the upcoming Plan Year?

A. Beginning in PY 2022-23, BSWHP TRS members will use the BSW Premier network. The majority of providers are the same as the previous network, but all members should check that their current providers are part of the BSW Premier network. For additional changes, please see the 2022-23 Rates and Benefits Changes flyer.

Q. How do I request benefit materials?

A. Go to BSWHealthPlan.com/TRS and click the "Benefit Administrators" button to jump to the BA section of the page. You'll find a "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. Go to BSWHealthPlan.com/TRS and click the "Benefit Administrators" button to jump to the BA section of the page. You'll find a "TRS Annual Enrollment Materials Request" under Forms and Requests.

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 or
Debbie Harvey - Deborah.MannHarvey@BSWHealth.org.
General Information (Members): 844.633.5325
Pharmacy Information: 800.728.7947

Find resources for Benefits Administrators at
BSWHealthPlan.com/TRS.

BSWHealthPlan.com/TRS

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

Benefits Administrators' Section

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

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



Annual Enrollment Presentation

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

Available as a video or PDF in English and Spanish

General Information

- **TRS Benefits Guide**,
A resource guide for Benefits Administrators to help participants with Annual Enrollment
- **TRS Member Guide**,
Expanded resources for participants to use throughout the Plan Year

And more...

