

TAKE THE CALL



Here's One Call You Don't Want to Miss

If you get a call from Blue Cross and Blue Shield of Texas (BCBSTX), we're calling to help you take good care of your health. Please answer or call us back.

Your TRS-ActiveCare health plan includes support from nurses and other medical professionals called Health Advisors.* This extra help is at no added cost to you, and it's available for you and your covered family members.

BCBSTX may call to help you:

- learn how to manage a chronic condition
- get the care you need for serious illnesses or injuries
- manage a high-risk pregnancy
- if you've been in the hospital or had a major surgery

Calls from Health Advisors aren't sales calls. We may ask you for information, like your name, date of birth or home address, to make sure we're talking to the right person.

If we miss you, we'll leave a message with a number for you to call us back at your convenience. We're here for you!

Connect with Us – Your Way

You can set the time you want your Health Advisor to call or send them secure messages in your Blue Access for MembersSM account.

Health Advisors can also email or text you helpful information. Any information you share with BCBSTX is confidential, as required by law.

Need support for a chronic condition or health issue?

Call **1-866-355-5999** and choose **option 2** between 7 a.m. and 6 p.m. Monday through Friday to speak to a Health Advisor. All clinicians have dedicated secure voicemail.

*Health Advisors do not replace the care of a doctor. You should talk to your doctor about any medical questions or concerns.

758278.0622



BlueCross BlueShield of Texas

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