

IMPORTANT PCP ASSIGNMENT INFO



If you enrolled in TRS-ActiveCare Primary, TRS-ActiveCare Primary+, Blue Essentials - South Texas HMOSM, or Blue Essentials - West Texas HMOSM, **you are required to have a PCP to get coverage.** If you didn't choose a PCP during enrollment, one may have been assigned to you based on either your prior claims or where you live. If a PCP was assigned, their name and phone number are listed on your ID card. In some cases, we couldn't assign a PCP. If you see "NO PCP ON FILE" on your ID card, you'll need to select one before you can use your benefits.

Here are the steps to select or change your PCP:

Participants enrolled in [TRS-ActiveCare Primary](#) and [TRS-ActiveCare Primary+](#) plans can follow these steps to select or change their PCP:

1. Go to bcbstx.com/trsactivecare and log in to Blue Access for MembersSM.
2. Click on the **Doctors and Hospitals** tab, then on the **Doctors and Hospitals** link.
3. If you know the name of the PCP you would like to select, search by **Name and Specialties**.

4. If you don't have a PCP in mind, **Browse by Category** and select **Medical Care** from the drop-down menu.
5. Next, select **Primary Care**.
6. Choose **Family Practice, General Medicine, Internal Medicine, Obstetrics & Gynecology** or **Pediatrics** to narrow your search.
7. Pick a PCP from the providers listed and click on **View Profile**.
8. Locate the **10-digit provider ID number** at the very top of the page under **Provider Highlights**. You will need this number.

To change your PCP, call a Personal Health Guide (PHG), at **1-866-355-5999**. PHGs are available 24 hours a day, seven days a week.