

Primary Care Provider

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▼ *When will the provider search tool be available?*

We know a top concern for our members' is whether they can keep their provider. Most of the current providers our participants see are in the new network. You'll have access to the provider search tool in June to check if your provider is in network.

Stay **subscribed to [The Pulse for TRS-ActiveCare](#)** to get the latest details, including information about the provider network.

▼ *Do I need to pick a primary care provider (PCP)?*

If you enroll in TRS-ActiveCare Primary or TRS-ActiveCare Primary+, you'll need to select a PCP in order to access health care services and specialists. If you choose one of these plans and you don't select a PCP, an in-network provider will be assigned to you based on your medical claims history. The provider finder search tool will be available on June.

Establishing care with a PCP is important step in prioritizing your health and taking charge of your wellness. Your PCP will hold you accountable to meet your health goals and will refer you to a specialist if specialty care is needed.

If you're currently in the TRS-ActiveCare Select plan and you do not take action during Annual Enrollment this summer, you'll be enrolled in the TRS-ActiveCare Primary+ plan.

▼ *Will I still have provider access in rural areas?*

Yes. We work to make sure all TRS-ActiveCare participants have access to providers. We ensure the health vendors we contract with can demonstrate provider access on a county-by-county basis.

▼ *What if my provider is no longer in network?*

After we release the provider search tool and you find that any of your providers are no longer in network, you have two options: 1. Ask your provider about joining the network – we'll provide more information about this in the spring; and/or 2. Find a different provider – BCBSTX has a robust provider network throughout the state.

▼ *How do I choose a PCP?*

Your relationship with your PCP is an important step in managing your health. Having a PCP you're happy with can play an important role in getting you healthy and active.

The Provider Finder search tool can help you look up doctors and other providers by location. You can also research providers by their patient reviews, quality, certification and recognition to find one that best meets your need. This tool will be available in June.