

# Benefit Administration FAQs

**Q. Am I eligible to choose SWHP as my insurance carrier?**

**A.** If you **work OR reside** in the counties shown on the [TRS service area map](#) in **BLUE**, you are eligible to select SWHP as your insurance carrier.

**Q. Do my providers also have to be in the counties shown in blue?**

**A.** SWHP members can use in-network providers in ALL the counties shown on the TRS map, including those shown in **BROWN**. This is ideal for members who travel or have dependents attending school in those counties.

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

**A.** Go to the Benefit Administrators page on [trs.swhp.org](https://trs.swhp.org) and click on the [“Request for Open Enrollment Materials”](#) link to submit the form.

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

**A.** Log in to the [Employer Portal](#) to check enrollment status. If you have not requested access to the Employer Portal, please complete the [electronic request form](#).

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

**A.** Please see the [Urgent Membership Request](#) form on the Benefit Administrators resource page at trs.swhp.org.

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**Q. What are the changes to benefits for the upcoming 2019-20 plan year?**

**A.** Please see the 2019-20 Rates and Benefit Changes sheet.

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

**A. General Information:** Contact Customer Advocacy at 800-321-7947.

**Pharmacy Information:** Contact the SWHP Pharmacy team at [prescriptionservices@sw.org](mailto:prescriptionservices@sw.org) or 800-728-7947.

**Client Management Team:** [Shayla.Davenport@BSWHealth.org](mailto:Shayla.Davenport@BSWHealth.org) or [Mark.Outlaw@BSWHealth.org](mailto:Mark.Outlaw@BSWHealth.org).