

# Scott and White Health Plan Benefit Administration FAQs Plan Year 2020-21



## **Q. Why are FirstCare participants now part of Scott and White Health Plan (SWHP)?**

A. FirstCare Health Plans was acquired by SWHP in 2019. For Plan Year 2020-21 both FirstCare and SWHP participants in the Central Texas region are consolidated under SWHP.

## **Q. Who is eligible to choose SWHP as their health care 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 SWHP as their insurance carrier.

## **Q. Are participants restricted to visiting providers only in the counties outlined BLUE?**

A. No; SWHP participants may visit any in-network provider in the counties shown in YELLOW. This is ideal for participants 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 Annual Enrollment Materials” link to submit the form.

## **Q. How do I find out if an enrollment request 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 participant’s information is not updated in the SWHP system?**

A. Contact your TRS-Benefits Administrator representative, and they will assist in submitting an Urgent Membership Request form with the appropriate information to update the system.

## **Q. What are the changes to benefits for the upcoming Plan Year 2020-21?**

A. Please see the 2020-21 Rates and Benefit Changes sheet.

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

A. **General Information:** Pre-enrollment, 800-321-7947. After Sept. 1, 2020, 844-633-5325.

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

**Client Management Team:** Refer to the CMT contact list on the Benefits Administrators’ page at [trs.swhp.org](https://trs.swhp.org).

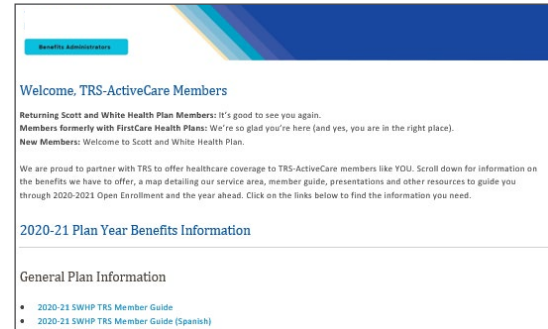
## **Find resources for Benefits Administrators at [trs.swhp.org](https://trs.swhp.org)**



### Benefits Administrators' Page

A section created just for you, where you can:

- Request SWHP 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...

