

Scott & White Care Plans

Benefit Administration FAQs

Plan Year 2020-21



Q. Why are FirstCare participants now part of Scott & White Care Plans (SWCP)?

A. FirstCare Health Plans was acquired by Scott and White Health Plan in 2019. Both plans covered TRS members in 2019. For Plan Year 2020-21, TRS members will be covered by Scott and White Health Plan, under its wholly owned subsidiary Scott & White Care Plans.

Q. Who is eligible to choose SWCP 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 SWCP as their insurance carrier.

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

A. No; SWCP 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 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 SWCP?

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 SWCP 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: 800-728-7947

Client Management Team: Refer to the CMT contact list on the Benefits Administrators’ page at trs.swhp.org.

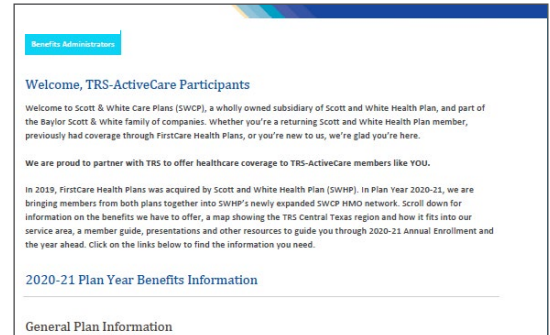
Find resources for Benefits Administrators at trs.swhp.org



Benefits Administrators' Page

A section created just for you, where you can:

- Request SWCP 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...

