

FAQ for Benefit Administrators

Plan Year 2021-22

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 in 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/benefit-administrators and click on the “TRS Annual Enrollment Materials request” 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 visit trs.swhp.org/benefit-administrators benefit administrator page.

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 2021-22?

A. Please see the 2021-22 Rates and Benefit Changes sheet.

Q. Who do I contact with benefit questions?

A. General Information: 844.633.5325

Pharmacy Information: 800.728.7947

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

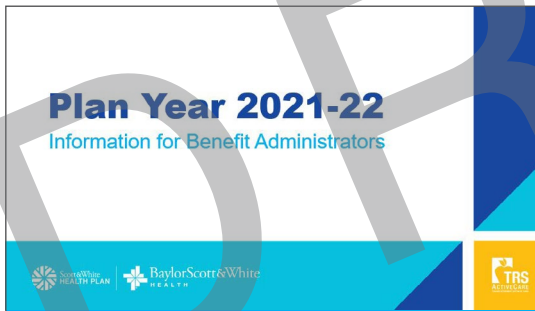
Find resources for Benefits Administrators at
trs.swhp.org/benefit-administrators.



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...

