Benefit Administration FAQs

Q. Where do we go to request benefit materials?

    A. Go to the "Request for Open Enrollment" link in the Benefit Administrators section of trs.swhp.org, fill out the form, and submit.

Q. Am I eligible for SWHP as my insurance carrier?

    A. If you work or reside in the counties in **BLUE** on the TRS map, you are eligible to select SWHP as your insurance carrier. SWHP members can use the additional in-network providers available in the five counties shown in **ORANGE**. This is ideal for members who travel to or have dependents attending school in those counties.

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

    A. Please log in to the Employer Portal to check enrollment status. If you have not requested access to the Employer Portal for your school district, please fill out the electronic request form.

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

  A. Please see the URGENT MEMBERSHIP REQUEST process located on the Benefit Administration Page at trs.swhp.org.

Q. **What are the benefits changes for the upcoming 2017-2018 plan year?**

  A. Please see the 2017-2018 RATES AND BENEFIT CHANGES sheet for changes for the 2017-2018 plan year.

Q. **Who do I contact for general benefit questions?**

  A. For general information, contact Customer Advocacy at 1-800-321-7947. For pharmacy information, contact the SWHP Pharmacy team at prescriptionservices@sw.org or 1-800-728-7947, or contact your Client Management team at Shayla.Davenport@bswhealth.org or Mark.Outlaw@bswhealth.org.