

TRS Health App FAQs



Topic	Questions & Answers
Navigator Access	<p>The app is asking me to sign in to Aetna Navigator – do I need to do this each time I sign in?</p> <ul style="list-style-type: none">You'll only need to log in once. Once you're logged in, your username and password will be saved and you'll be able to access all of the tools within Navigator seamlessly. <p>How can I access my ID card and claims information?</p> <ul style="list-style-type: none">In order for you to view your actual ID card, claims information and the member payment estimator, you must log into Navigator the first time with your regular Navigator credentials as you normally would.After you've logged in once, when you go to log in to Aetna Navigator, it will open a browser window within the app for a continuous experience. <p>Do I need to be signed in to Aetna Navigator to access my pharmacy information? Or do I need to sign in to my CVS account?</p> <ul style="list-style-type: none">The same technology is applicable for the pharmacy information you will find in the CVS Caremark section. You'll also need to log in once using your member log in credentials for Caremark.com, and this will open a browser window within the app for a continuous experience. Once you're logged in with those credentials, your username and password will be saved and you'll be able to access pharmacy information seamlessly from the TRS Health app.
App Access	<p>Who has access to the TRS Health App?</p> <ul style="list-style-type: none">TRS-ActiveCare plan participants including TRS-ActiveCare 1-HD, TRS-ActiveCare 2, TRS-ActiveCare Select, Memorial Hermann, Kelsey Select, Baylor Scott & White, Seton, and Baptist Health.Dependent children will not have access to the app, only a spouse will have access. This is due to the fact that we had concerns about determining an appropriate age to allow dependent access. <p>Do retirees have access to the app?</p> <ul style="list-style-type: none">At this time, the app is only available to TRS-ActiveCare participants – active employees. <p>Do HMO participants have access to the app?</p> <ul style="list-style-type: none">The app is only available to TRS-ActiveCare participants, not HMO participants.
Push Notifications	<p>What kind of push notifications will I receive?</p> <ul style="list-style-type: none">If you opt in to receive notifications from us, we plan to send general communications to you such as general health and wellness tips, how to get the most value out of your TRS-ActiveCare plan, and helping you keep access to care if there is a natural disaster.

Benefits of the App	<p>What are the main benefits of downloading this app?</p> <ul style="list-style-type: none"> • Access to medical health plan information like your ID card, preventive services covered, and more. • Click to call functionality for Aetna’s Health Concierge Team, Informed Health Line, CVS Caremark, Specialty Pharmacy, Aetna’s Maternity Program, telemedicine and more. • Ability to immediately connect with a board-certified doctor if you or a family member is having a minor health issue. • Aetna DocFind provider search functionality. • Ability to view claims information, Explanation of Benefits (EOB), member payment estimator and other tools within Aetna Navigator.
Other Helpful Info	<p>What devices do you support?</p> <ul style="list-style-type: none"> • Your app works on all devices (smartphone iOS and Android, iPad, Tablet, etc.). <p>How many devices can I download the app?</p> <ul style="list-style-type: none"> • There is no limit to the number of devices you can download the TRS Health app on. You’ll need to log in once on each device then you will be remembered thereafter. <p>Do you sell my data?</p> <ul style="list-style-type: none"> • No. Safety and security are a priority. We do not sell your data and we DO NOT collect contacts, photos, or locations from your phone. This is a secure app. <p>What is the App Size?</p> <ul style="list-style-type: none"> • This is a small app (only around 20 MB) and consolidates all other apps related to medical benefits into one app. <p>Will it count toward my text limits?</p> <ul style="list-style-type: none"> • Good news – it does NOT use your texts. <p>What about updating or installing new versions?</p> <ul style="list-style-type: none"> • You won’t have to do either, because the app will automatically update. <p>What if the app freezes?</p> <ul style="list-style-type: none"> • Shake your phone or tablet to refresh the app on either your iPhone or Android device.

