



## YOUR PCP—YOUR PARTNER IN BETTER HEALTH

### Do you live in Harris, Fort Bend, Montgomery, Brazoria or Galveston County? Are you enrolled in TRS-ActiveCare 1-HD?

If so, this important Annual Enrollment information is for you.  
Please read and choose a PCP.

#### Annual Enrollment is a great time to get started with a PCP

TRS wants to be sure you have every advantage for better care and better health, this includes having a PCP to provide and coordinate services. You can select a network PCP during Annual Enrollment, or one will be chosen for you. We've put together answers to some common questions below. For more information, contact TRS-ActiveCare Customer Service at **1-800-222-9205**.

#### Why do I need a primary care physician (PCP)?

Health care can be complicated, so it helps to have a trusted guide. Your PCP provides preventive care such as wellness exams and screenings. He or she is also your first stop for routine and basic care. Most important, your PCP gets to know you and your medical history, and can provide coordination, direction and advice to make the health care system work better for you.

#### What happens if I don't select a PCP during Annual Enrollment?

If you don't select a PCP during Annual Enrollment, one will be selected for you based on providers you've seen in the past. If you have not seen a provider who is considered a PCP (such as an internist or pediatrician for a child), one will be selected based on a PCP recommended by Aetna.

#### What happens if I see doctors other than the PCP assigned to me?

There are no changes to the way the TRS-ActiveCare 1-HD plan works. You can see other primary care physicians and specialists and claims will be processed the same way. Your PCP will coordinate your care, but you do not need a referral from your PCP to see a specialist.

#### How will I know which PCP has been chosen for me?

You'll see your PCP's name loaded in the enrollment portal when you enroll for medical benefits. Your PCP's name will be on your new medical ID card. The card will look just like your current TRS-ActiveCare 1-HD card, but will include your PCP's name.

#### Do I have to stay with the PCP chosen for me?

No, you can change your PCP when you enroll for medical benefits. You'll find a link to the Aetna provider search tool on your enrollment portal. You will locate the Provider Identification Number (PIN) in the provider search tool and enter that at the time you enroll to change your PCP. You may change your PCP at any time after you enroll. You can go to **www.tractivecareetna.com** and login or register on your secure member website to make the change. Or call TRS-ActiveCare Customer Service at **1-800-222-9205** for help.

Once you've changed your PCP, you'll receive a new ID card with the new PCP's name on it.



### **What date do I need to enroll by to be sure I get my ID card by Sept. 1?**

You need to finalize enrollment for you and your family members by Aug. 8 to be sure you receive an ID card by Sept. 1. If you cannot enroll by Aug. 8, you can login to your secure Aetna member website after Sept. 1 and print a temporary card or download the TRS Health app to have access to your ID card anytime on your smart phone.

### **Do all of my family members need to have a PCP?**

You and your covered dependents will need to have a PCP. When you choose a PCP, you can select a different one for each member of the family. You can have an internist as your PCP, for example, and your children can have a pediatrician.

### **What if I move from one district to another district?**

If you move to a new district inside of the Harris, Fort Bend, Montgomery, Brazoria or Galveston county area you will need to re-enter your PCP information when you enroll with the new district.

If you move to a new district or a new residential address outside of the Harris, Fort Bend, Montgomery, Brazoria or Galveston county area, you can choose to keep the PCP you have or change your PCP by calling TRS-ActiveCare Customer Service or log in to your secure member website to change your PCP. However, you will not be required to keep your PCP.

### **Can I change my PCP in the TRS Health app?**

Yes, you can change your PCP in Navigator, your secure member website, from the TRS Health app. 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.

### **Will my PCP be notified that I've selected them or that they've been assigned to me?**

Aetna has communication streams in place to notify many of the in-network PCPs when you select a PCP or if you are assigned a PCP. It is still recommended that you present your ID card to the physician's office when you go for your next visit.

## **WANT TO KNOW MORE?**

For answers and information about choosing or changing a PCP, visit [www.trsactivecareetna.com](http://www.trsactivecareetna.com) or call **1-800-222-9205**.