



December 12, 2019

Enrollment and Billing Holiday Schedule

Holiday Break

The holiday break begins soon. Use this checklist to get the New Year off to a great start.

- Download and review your discrepancy reports from bswift each Monday before you go out on break.
- Send questions or edits to your BA Advocate (BAA) promptly.
- Send questions or discrepancies from your bill to your BAA and they will do the research and work on corrections during your break.

The January bill will be waiting for you when you return.

Have questions, need help?

The holidays are a time for friends and family. The Aetna customer service team is here for your employees, and your BAA is here for you. Aetna will be working over the holiday break and is ready to help. You can email your BAA at trsbainquiries@aetna.com or call 1-877-767-5254 for assistance.

Holiday Schedules

- bswift will be closed Dec. 25 and Jan. 1.
- Aetna will be closed on Dec. 25 and Jan. 1.
- TRS will be closed Dec. 24 – Dec. 27 and Dec. 31 - Jan. 1.

Happy Holidays

Thank you for your collaboration in 2019. We look forward to a successful year in 2020.