

Good Afternoon, Here are the “Need to Know” facts about your 2023-24 Benefit ID cards:

1. New employees and current employees who changed plans during Open Enrollment in TRS ActiveCare effective 9/1/2023 should receive new Blue Cross Blue Shield ID cards by the middle of September for the 2023-24 plan year. All employees might receive new ones.
2. Ameritas dental and VSP vision providers **do not** send ID cards. The Group # and network are used to look up the employee and all of the dependents associated/enrolled with that employee that are covered under the plan.
3. If you have not received ID cards by 9/20/2023 or if you ever need a new ID card, please read the following for instructions on ordering or printing new cards by creating an account on Blue Access for Employees.
 - a. **Blue Cross Blue Shield Medical ID Cards:** for plans ActiveCare HD/Group #385000, ActiveCare Primary/Group #385003, ActiveCare Primary+ /Group #385001 and ActiveCare 2/Group #385002, call the TRS ActiveCare customer service number 866-355-5999 to get your **ID number**. You will need it to register on Blue Access for employee portal.
 - b. Go to <https://mybam.bcbstx.com/> to create an account on Blue Access for members. Once registered, you can print a temporary ID card or request a new ID card be mailed to you. You can view all of your personal plan information, claims, and explanation of benefits (EOBs) here.
*For the **TRS Baylor Scott & White plan**, contact 1-800-321-7947 or click on trs.swhp.org to login or create an account and follow the instructions to order an ID card.

NEW Express Scripts Prescription ID Cards: click on <https://www.express-scripts.com/trsactivecare> and login or register for an account. You will need your Member ID number from your Express Scripts ID card to register. If you do not have your Express Scripts ID card, you can call 800-282-2881 for assistance.

Once you are logged in there will be a Member ID card box with a link to **“Get ID Card”**. (The information below is all that your pharmacy needs to verify coverage if you do not have a card with you or cannot print one right then).

RxBIN: 003858

RxPCN: A4

RxGRP: TRSACRX

Issuer: (80840) 9151014609

ID: (ID NUMBER FROM YOUR EXPRESS SCRIPTS CARD)

Your full name

- c. **Ameritas Dental ID Cards:** Ameritas does not send out ID cards. You can print an ID card following these instructions: <https://ffbenefits.ffga.com/wp-content/uploads/sites/59/2019/11/Ameritas-Print-Member-ID-Card-1.pdf> . Your dentist can call 1-800-487-5553 and needs to know the following to look you up in the Ameritas system to verify coverage:

Highland Park Independent School District Employee
Group #010-59494
CLASSIC (PPO) & PLUS network
Your Name and DOB

- d. **VSP Vision ID Cards:** VSP does not use ID cards. You can reach VSP customer support at 800-877-7195 or <https://www.vsp.com/> for claims and eligibility information. Use <https://www.vsp.com/eye-doctor> to locate a provider using the **CHOICE** network.

Card info: CHOICE network
Group #40149934

All of these contact numbers and websites are located at <https://ffbenefits.ffga.com/highlandparkisd/> any time of the day or night. Hover on Plans and Premiums at the top of the page and click on the 2023-2024 Plan Year. When that page opens, scroll down and on the left-hand side of the page is a tab for everything we offer. Just click on the specific tab for the benefit you are trying to find information. When that page opens, the links will be on the right-hand side of that page.

The Benefits office is open Monday through Friday, 8:00 am to 4:30 pm and I am always happy to assist you with any concerns or issues with your benefits, unfortunately, problems do not always arise during the weekday. Please take comfort in the fact that you can find this information when you need it.

Have a wonderful fall semester and thank you for all that you do to make HPISD a great place to work.

Laura

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