



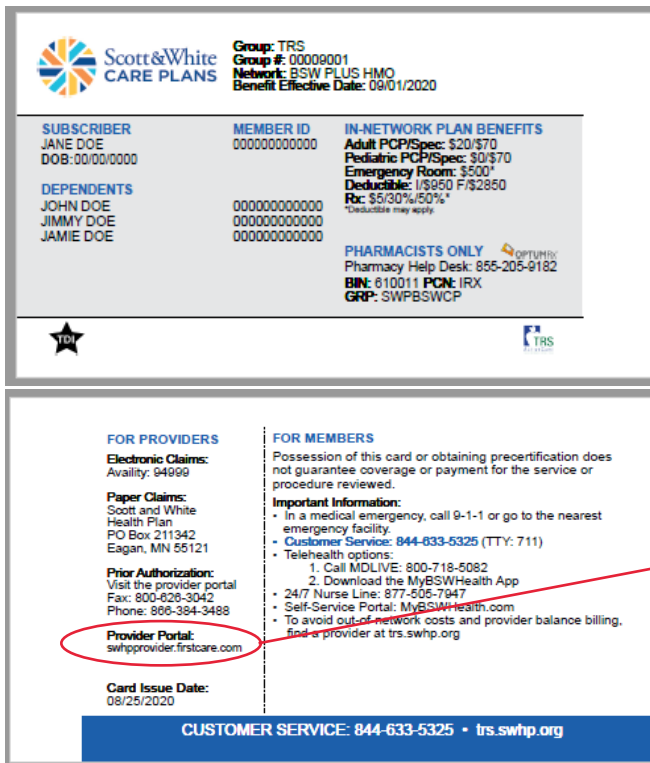
Part of  
BaylorScott&White HEALTH

## A Reminder About New Member ID Cards and Customer Service Number

### Member ID Cards

In September 2020, we sent TRS members a **new member ID card** with a **new 12-digit member number**. It's essential that members share their new ID card and member number with their doctors, pharmacy and other healthcare providers.

**The providers must have access to the information on the new ID card in order to confirm coverage and process claims.**



Members can view or print their ID card – at any time – through the MyBSWHealth member portal at [trs.swhp.org](http://trs.swhp.org).

Providers can use the **provider portal** to confirm eligibility and coverage.

### New Customer Service Phone Number

Also in September 2020, we provided TRS members with a new customer service phone number: **844.633.5325**. This new number is printed on their new ID card.