



We're Here to Help.

TRS is here for you through these uncertain times.

As the COVID-19 situation continues to evolve in Texas, we know many of us face new challenges and emotions. We know this is especially true for our public education community, who has had to adapt to the pandemic in more creative ways than most.

Now more than ever, we're committed to empowering your wellness. **Our COVID-19 coverage is extended for all TRS health plans:**

TRS-ActiveCare: through Aug. 31

Since COVID-19 is a rapidly changing situation, **we'll continue to work closely with our health plan vendors to ensure our participants have guidance and access to care.** Our contracts give us room to adapt to changes and new challenges as they arise.

Some helpful reminders:

- ▶ Our plans continue to offer free diagnosis and treatment of COVID-19 and access to \$0 TRS Virtual Health visits. [Review all benefits here.](#)
- ▶ CVS Caremark home delivery of prescription medications and relaxed refill requirements. [Read more here.](#)
- ▶ The CDC has recently updated their list of people who are at higher risk. [Learn more here.](#)

TRS is here to help you rise to the challenges brought on by these unprecedented times. **For more information click below.**

**VIEW COVID-19
BENEFITS**



https://www.trs.texas.gov/Pages/news_coronavirus.aspx



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COVID-19: What You Can Do and How Your TRS Health Plan Can Help

We know that many of you may be concerned about COVID-19. Since COVID-19 is a rapidly changing situation, we'll continue to work closely with our health plan vendors to ensure our members have guidance and access to care. Our contracts give us room to adapt to changes and new challenges as they arise.

- What You Can Do
- What to Watch For
- How Your TRS Health Plan Can Help
- Who Should Take Extra Precautions
- Testing Locations

Beware of COVID-19 Testing and Treatment Scams

The Federal Bureau of Investigation has issued a warning to the public about COVID-19 related health care scams. Scammers are selling fake COVID-19 test kits and unapproved treatments through telemarketing calls, social media platforms and door-to-door visits. Many scammers are promising free care to patients in order to gain access to their personal and health insurance information, including their dates of birth, social security numbers and financial data. We encourage you to take the proper precautions and be aware of these scams.

If you receive treatment for COVID-19, review your bill to ensure the medical services and dates of service are accurate. If you spot an error, call your health plan administrator – Aetna for TRS-ActiveCare at 1-800-222-9205, and TRS-Care Standard at 1-800-367-3636 or Humana for TRS-Care Medicare Advantage at 1-800-320-9566. [Find more information](#)



TRS-ActiveCare and TRS-Care Standard Participants (Aetna)

Through your TRS-ActiveCare plan, Aetna and CVS Caremark will provide the following to all participants:

- Waived costs for all diagnostic testing of COVID-19 for patients who meet CDC guidelines (ask your provider to make sure you qualify).
- Waived member cost-sharing for inpatient admissions for treatment of COVID-19.
- Waived cost for all telemedicine visits through 1) [TRS Virtual Health powered by Teladoc](#), and 2) in-network providers who deliver virtual care, such as live video conferencing.
- Free home delivery of all prescription medications. See [CVS Caremark FAQ \(pdf\)](#) for more details.
- Healing better care package – if you are diagnosed with COVID-19, Aetna will send you a care package containing items to help you recover at home. The packages include resources, personal care items and household supplies to protect your loved ones from potential exposure in your home.
- Refills for maintenance medications before a 30-day prescription is up (eligible 90-day refills strongly encouraged).
- CVS Health has activated a process to allow for 10-14 day overrides when appropriate, for members in areas where a Declaration of Emergency has been issued.
- Access to the following programs:
 - Crisis Response Lines for participants who may be experiencing anxiety related to COVID-19, call 1-833-327-2386.
 - Expanded 24/7 access to the [Aetna Nurse Medical Line](#), call 1-800-556-1555.
 - Resources for Living toolkit with materials specifically developed for members experiencing anxiety related to COVID-19. For more information contact the Aetna Resources for Living at 1-833-327-2386.