

TRS Guidance on Operations, Health Care and Annuities

TRS has taken multiple measures to assist members during COVID-19. While TRS offices are currently closed in order to reduce the spread of the virus, members may schedule a telephone or remote video conference counseling session by calling 1-800-223-8778. Additionally, the agency has created a health care plan resource page to help disseminate information regarding TRS-ActiveCare, TRS-Care Standard, and TRS-Care Medicare.

(https://www.trs.texas.gov/Pages/news_coronavirus.aspx). Members should review this page for relevant information including Teledoc services, copays, and prescription delivery.

Executive director of TRS Brian Guthrie has also released an update (<https://tsta.org/wp-content/uploads/2020/03/TRSresponse.pdf>) annotating steps TRS has taken during this state of emergency. Participants should know that TRS is structured on a 30-year time line and annuities will continue to be paid for years to come.

Other Highlights from the letter:

- For current annuitants, TRS will continue to deliver benefits on schedule
- Members should expect increased call volume when they contact TRS
- While TRS-Care, TRS-Care Medicare Advantage Part D Rx, and TRS-ActiveCare plan participants will have access to COVID-19 related diagnostic testing and telemedicine services at no cost, added costs may apply and participants should check the TRS website or call the phone number on their health plan ID card for details.
- While the stock market is extremely volatile, the TRS portfolio is structured on a 30-year time horizon to ensure TRS investments can pay member benefits for decades. Annuity payments will continue to be distributed as scheduled.