BasePoint Academy contract negotiations

As you may know, Blue Cross and Blue Shield of Texas received a termination notice from BasePoint Academy stating its intent to leave some provider networks at BCBSTX, including the TRS-ActiveCare health plan, on **Dec. 16, 2024**. We've worked hard to try and reach a resolution. However, we were unable to find common ground.

BasePoint is now out of network

Effective immediately, BasePoint behavioral health facilities no longer participate in some networks at BCBSTX. This means if participants see BasePoint providers for non-emergency care:

- Services may be paid at the out-of-network benefit level, which may increase their out-of-pocket costs.
- Services may not be paid at all for participants in the TRS-ActiveCare Primary and TRS-ActiveCare Primary+ plans.
- Participants may also be billed more than the allowable amount.

Finding new providers

Our goal in contract negotiations is always to give participants access to quality, cost-effective health care. Our primary focus now is to ensure an easy transition to other doctors and hospitals for care.

Participants can visit **Provider Finder**® to find in-network behavioral health facilities. They can also call a Personal Health Guide, 24 hours a day, seven days a week, at **1-866-355-5999** for help or for questions about their health plan.

Continuity of care

We're here to help participants with continuity of care. They can contact a PHG about:

- ongoing treatment or prior authorizations on file
- whether they qualify for transition of care benefits
- help filling out a **transition of care form**

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