

COVID-19 FAQs for TRS Members

As we move together through these challenging times, we know TRS members have questions and concerns.

Although TRS has temporarily closed its offices to the public in order to prevent the spread of COVID-19, be assured that our entire staff is continuing to work diligently both at TRS and remotely to process member requests, annuity checks and health claims, and to conduct other core business activities, including investment management.

TRS encourages members to use our website and telephone counseling center to conduct business with us. We expect increased call volume and wait times as more members seek information by phone—please be patient as we strive to serve you as quickly and efficiently as possible.

Members with previously scheduled counseling appointments are being contacted as needed. TRS will assess the latest information from public health officials and will reinstitute walk-in sessions once it is safe to do so. If you are unable to meet with a benefit counselor by phone or through video conferencing our counselors will work with you to reschedule your appointment.

The TRS Fund is invested for the long term and is designed to withstand market upheavals. On your behalf, we invest in a variety of asset classes. That includes stocks, bonds, real estate, alternative assets and cash. When markets are volatile, TRS deliberately and carefully rebalances the portfolio as necessary.

And know that there is plenty of cash available to keep paying your monthly benefits well into the future.

For current annuitants, TRS will continue to deliver benefits on schedule.

TRS is working closely with our health plan vendors to ensure active educators and retirees have the resources needed to protect your health and well-being.

All TRS health plans include free COVID-19 testing and no cost telemedicine visits.

Patients must meet CDC guidelines in order to receive testing for the virus for free. Ask your doctor if you meet the guidelines to protect yourself from surprise billing for the tests.

Additional services may be available depending on the specific health plan. The TRS website provides more information on the COVID-19 resources available in the TRS health plans.

You can also call the phone number on your health plan ID card for more details.

We encourage our members to stay up-to-date on the latest news about the virus and necessary safety precautions by visiting the Texas Department of State Health Services website.

The TRS Board and executive leadership will continually assess the situation and actively update our website and social media feeds as it evolves. Please stay safe and well.