

Thrive

Benefits, resources and support for a well-balanced life.



A new medical experience is coming

Starting Oct. 1, 2026, Cook Children's will transition our medical insurance carrier to Blue Cross and Blue Shield of Texas (BCBSTX).

We regularly review our benefits to make sure they continue to support our team members and their families. After careful evaluation, we believe this change gives you access to stronger support, a broader network and greater overall value.

Health care costs were projected to increase by about 9% for the upcoming plan year, but transitioning to BCBSTX helped lower that increase to around 3%.

Cook Children's will cover most of the difference, helping keep care affordable for you. [To view plan rates, click here.](#)

What this means for you

With BCBSTX, you can expect:

- More in-network providers to choose from, along with improved pricing that can help lower what you pay for care.
- Extra support and value through programs like Blue365, the 24/7 nurseline and other wellness resources.
- A simpler experience, with BCBSTX Health Advocacy Solutions (HAS) replacing Quantum Health as your single point of contact for all medical plan questions.

What's staying the same

- Your two medical plan options
- Dental, vision and pharmacy coverage

Additional updates

- Flexible Spending Account (FSA) and COBRA administration will transition from Navia to HealthEquity. Your plan designs aren't changing; only the administrator is. All spending accounts are coming together under HealthEquity, where our Health Savings Accounts (HSAs) are already managed.
- Capital Rx is now Judi Rx. Only the name is changing. Your pharmacy benefit remains the same, and current member ID cards are still valid.

Start here

Take a few minutes to check that your doctors are in-network with BCBSTX.

You can also:

- Find providers
- Learn about open enrollment
- Access key contact information
- Read FAQ about the change



Check your providers and learn more.





Support when you need it

BCBSTX's concierge service Health Advocacy Solutions (HAS) is your go-to support for any medical plan questions. They can help you:

- Find in-network providers
- Understand your coverage
- Navigate care and next steps
- Connect you with the right resources for extra support

Help along the way

There's no gap in support as we transition to the new medical plan:

- **Now:** BCBSTX Health Advocacy Solutions (HAS) is available for general questions about the transition and to assist finding an in-network provider
- **Through Sept. 30:** Continue working with Quantum Health for your current Meritain plan
- **Starting Oct. 1:** BCBSTX Health Advocacy Solutions (HAS) becomes your go-to support for all medical plan questions
- **After Oct. 1:** For questions about claims dated Sept. 30 or earlier, contact Meritain Health at 877-404-9750

What to expect

- **Now:** BCBSTX Health Advocates are available for questions
- **Week of Aug. 3:** Benefits guides arrive in homes
- **Aug. 3–21:** Open enrollment period
- **Aug. 5–7:** Benefit fairs offer in-person help
- **Aug. 10–21:** Benefits information sessions
- **Late Sept.:** New medical cards mailed to members' homes
- **Oct. 1:** New medical coverage begins
- **Oct. 1:** Digital cards available in the BCBSTX app

Questions?

The Cook Children's Benefits team is here to help. Email askbenefits@cookchildrens.org.

Learn more.

Find everything you need in one place. Check your doctors, explore your benefits and get answers about the change.



New medical insurance carrier, same plan options

Starting Oct. 1, 2026, Cook Children's will transition to Blue Cross and Blue Shield of Texas (BCBSTX).

While the carrier supporting your medical plan is changing, your two medical plan options—and your dental, vision and pharmacy coverage—will remain the same.



Take a few minutes to check that your doctors are in-network with BCBSTX to help ensure a smooth transition. You can find everything you need, including a provider search tool and FAQ on the BCBSTX/Cook Children's transition support website.



Benefit fairs

Aug. 5

1-6pm

Fort Worth Medical Center

Aug. 6

7am-2pm

Fort Worth Medical Center

Aug. 7

10:30am-2pm

Prosper Medical Center

Benefits information sessions

Fort Worth Medical Center

- Aug. 10: 10am-1pm
- Aug. 12: 7-10am
- Aug. 13: 10pm-12am
- Aug. 17: 10pm-12am
- Aug. 18: 9am-12pm
- Aug. 18: 3-6pm
- Aug. 21: 1-4pm

Prosper Medical Center

- Aug. 11: 10am-1pm
- Aug. 20: 12-3pm

Child Study Center

- Aug. 12: 3-4:30pm

Hurst Multispecialty

- Aug. 13: 10:30am-2:30pm

Walsh Ranch

- Aug. 14: 9:30am-1:30pm

Calmont

- Aug. 17: 10am-2pm

Mansfield Multispecialty

- Aug. 19: 10am-2pm