



# Welcome, College Station ISD BSWHP Frequently Asked Questions (FAQs)

Welcome to Baylor Scott & White Health Plan (BSWHP). We're excited to walk alongside you on your healthcare journey.

Healthcare can feel complicated—especially when things change. Our goal is to make this next chapter simpler, more connected and easier to navigate. You'll have new tools, new options and a team ready to help you get care when and where you need it.

## Getting started with your new plan

**Q: When does my new coverage start?**

**A:** Your coverage begins on your plan's effective date, September 1, 2026.

**Q: Where can I find my member ID card?**

**A:** You'll receive a physical ID card in the mail. You can also find a digital ID card in your member portal or in the MyBSWHealth app.

**Q: Do I need to select a primary care provider (PCP)?**

**A:** No, BSWHP does not require members to select a PCP. However, some specialty providers could require a referral from a PCP before you'll be able to schedule an appointment.

**Q: How do I choose or change my PCP?**

**A:** The easiest way to find in-network providers is to use the search tool on [BSWHealthPlan.com/Care](https://BSWHealthPlan.com/Care). Click "Employer Groups" and select the plan network you chose during open enrollment.

## Understanding network changes

**Q: Are CHI Saint Joseph Hospital and its providers in-network?**

**A:** CHI Saint Joseph providers may no longer be in-network, and their services may cost more or may not be covered.

**Q: What happens if my current doctor is no longer in-network?**

**A:** You may choose a new provider who is in-network. We can help you find a doctor with similar specialties, location or care approach. You may qualify for transition of care, which allows you to continue care for certain conditions for a limited time. You can submit a request by asking your doctor to fill out and submit a [Transition of Care form](#) to BSWHP. Forms should be faxed to 1.800.626.3042.



# Welcome, College Station ISD BSWHP Frequently Asked Questions (FAQs)

**Q: Will I need to change my doctors?**

**A:** Not necessarily. It depends on whether your providers are in-network under your specific network.

**Q: How do I find in-network providers near me?**

**A:** The easiest way to find in-network providers is to use the search tool on [BSWHealthPlan.com/Care](https://www.bswhealthplan.com/care). Click “Employer Groups” and select the plan network you chose during open enrollment.

**Q: Can I continue seeing my current doctor if I have an upcoming appointment or am in the middle of treatment?**

**A:** You may qualify for transition of care, which allows you to continue care for certain conditions for a limited time. You can submit a request by asking your doctor to fill out and submit a [Transition of Care form](#) to BSWHP. Forms should be faxed to 1.800.626.3042.

**Important:** Your doctor needs to submit the form within your first 30 days as a member (September 1 – 30, 2026).

**Q: What if I’m currently pregnant or receiving ongoing treatment?**

**A:** Programs like transition of care are designed for situations like this. Reach out between September 1 - 30, so we can help ensure continuity of care. You can submit a request to continue seeing your current doctor for a period of time by asking your doctor to complete and submit a [Transition of Care form](#) to BSWHP. Forms should be faxed to 1.800.626.3042.

**Q: What is transition of care coverage?**

**A:** Transition of care coverage allows you to continue to receive services for specialized medical and behavioral health conditions for a defined period of time with providers—who don’t participate in the BSWHP or BSW Insurance Company network—until the safe transfer of care to a participating provider or facility can be arranged.

**Q: What happens in an emergency?**

**A:** If you believe you are experiencing a medical emergency or life-threatening condition, call 911 or go to the nearest emergency room immediately.



# Welcome, College Station ISD BSWHP Frequently Asked Questions (FAQs)

## Finding and accessing care

### **Q: When should I go to urgent care vs. emergency care?**

**A:** Urgent care is a great option for minor illnesses or injuries like sprains, flu or infections, while the emergency room should be visited for serious or life-threatening conditions. If you believe you are experiencing a medical emergency or life-threatening condition, call 911 or go to the nearest emergency room immediately.

### **Q: Are there any in-network urgent care clinics near me?**

**A:** Yes, regardless of which plan network you choose, the following clinics are in-network and right around the corner.

#### **Baylor Scott & White Convenient Care Clinic**

1700 University Drive East, Entrance 16, 2nd Floor

College Station, TX 77840

Monday – Friday, 8:00 AM – 7:30 PM

Saturday – Sunday, 8:00 AM – 5:00 PM

Schedule appointment on MyBSWHealth app, Urgent Care

#### **Concentra Urgent Care**

2011 S. Texas Avenue

Bryan, TX 77802

Hours: Monday – Friday, 8:00 AM – 5:00 PM | Closed Saturday – Sunday

979.599.5900

#### **Integrity Urgent Care (3 locations):**

1. 1289 University Drive  
College Station, TX 77840  
Hours: 8:00 AM – 8:00 PM, every day  
979.326.1494
2. 3201 University Drive East, Suite 135  
Bryan, TX 77802  
Hours: 8:00 AM – 8:00 PM, every day  
979.703.1832
3. 11659 FM 2154 Road, Suite 300  
College Station, TX 77845  
Hours: 8:00 AM – 8:00 PM, every day  
979.326.1486

# Welcome, College Station ISD

## BSWHP Frequently Asked Questions (FAQs)

**Q: How do I find doctors, specialists or hospitals in my new network?**

**A:** The easiest way to find in-network providers or facilities is to use the search tool on [BSWHealthPlan.com/Care](https://BSWHealthPlan.com/Care). Click “Employer Groups” and select the plan network you chose during open enrollment.

**Q: Are there options for same-day or next-day visits?**

**A:** Yes, many providers offer same-day or next-day visits. You also have access to 24/7 virtual care through the [MyBSWHealth app](#).

### Virtual care and digital tools

**Q: What virtual care options do I have?**

**A:** As a BSWHP member, you have two options for virtual care. When in Texas, you can get care through the MyBSWHealth app. You can choose between a virtual video visit or eVisit, anytime, day or night. You also have access to Teladoc for urgent care and behavioral health services anywhere in the US, including Texas.

**Q: What is the MyBSWHealth app?**

**A:** MyBSWHealth is a secure online portal and app that helps you manage your healthcare and health insurance in one personalized and convenient place.

**Q: What can I do in the app?**

**A:** We’ve designed the MyBSWHealth app to be your front door to care. You can find a provider, message your care team, schedule appointments, find guided care when you don’t know where to go, access test results, manage your prescriptions, view claims, pay bills and more!

### Cost and coverage

**Q: How do I know what my care will cost?**

**A:** The cost estimator in [your member portal](#) is a great tool to help you understand the cost of care.

**Q: What is the benefit of the BSW Access PPO?**

**A:** This gives you access to a broader network of providers outside the BSW service area through UnitedHealthcare. If you travel, have children outside of Texas or just want more options—the BSW Access PPO would be a great fit. **Important:** Only the BSW Access PPO network offers UnitedHealthcare’s wrap coverage.

# Welcome, College Station ISD

## BSWHP Frequently Asked Questions (FAQs)

### Pharmacy

**Q: What do I need to do before and after September 1, 2026?**

**A:**

- Before September 1, 2026: Continue using your current member ID card at the pharmacy to fill new or current medications. We encourage you to refill any current medications prior to September 1 to avoid any inconvenience or delays.
- On or after September 1, 2026: Present your new BSWHP member ID card to the pharmacy.

**Q: How can I view the cost of my medications during open enrollment for each plan option?**

**A:** Use the Pharmacy locator & drug cost calculator on [BSWHealthPlan.com/Pharmacy](https://www.bswhealthplan.com/Pharmacy). Click “Group plans” then “View plans” and select your plan option (see below). Enter in your information to search your drugs at specific pharmacies.

- BSW Plus HMO \$3,400(HDHP) plan, select “CS ISD HDHP 2026”
- BSW Premier HMO \$1500 plan, select “Large Group – Core – 2026”
- BSW Premier HMO \$2,500 or BSW Access PPO \$2,000, select “Large Group – Essential – 2026”

**Q: Will I have to change my pharmacy?**

**A:** Probably not. Our national pharmacy network includes more than 63,000 retail pharmacies, including national chains and many independent pharmacies. See below on how to find an in-network pharmacy.

**Q: How do I find an in-network pharmacy?**

**A:** The easiest way to find an in-network pharmacy is to use the search tool on [BSWHealthPlan.com/Care](https://www.bswhealthplan.com/Care). Click “Employer Groups” and select the plan network you chose during open enrollment.

**Q: What is a formulary or BSWHP Group Value Formulary?**

**A:** A formulary is a list of medications your plan covers. It’s created with input from doctors and other healthcare experts called the Pharmacy and Therapeutics (P&T) Committee. These are the medicines they believe are needed for safe, effective treatment. The list includes both brand-name and generic drugs and is updated regularly.

# Welcome, College Station ISD

## BSWHP Frequently Asked Questions (FAQs)

### **Q: What medications are included on the formulary?**

**A:** You can find the list of medications by going to [BSWHealthPlan.com/Pharmacy](https://www.bswhealthplan.com/Pharmacy) and selecting “Large Group Employer” under formularies. Use the “[Group Value \(7-tier\)](#)” section to search for your medications. If a medication has requirements such as prior authorization, step therapy or quantity limits, those will be noted next to the medication on the formulary.

### **Q: What if my drug is not covered on the formulary?**

**A:** If your medication is not listed on the formulary, use the formulary search tool to find covered alternatives. Share this information with your provider to discuss appropriate options. If needed, your provider may submit a prior authorization request beginning September 1, 2026. If you need additional support, call the customer service number on the back of your ID card. Our pharmacy specialists can help with formulary or preferred medication options.

### **Q: What if my medication needs approval?**

**A:** Some medications require prior authorization or step therapy. This helps ensure the medication is safe and appropriate for your condition or that you have tried a preferred, cost-effective option first. Your current provider or pharmacist can help you with this process. Your provider may submit a prior authorization request beginning September 1, 2026. If you need additional support, call the customer service number on the back of your ID card. Our pharmacy specialists can assist by working with your provider’s office.

### **Q: What do I do if I have prescriptions delivered to me by mail?**

**A:** To have your prescriptions delivered to your home, sign up for Costco Mail Order Pharmacy by calling 833.502.3339 and following the prompts for mail order. Costco’s Mail Order Pharmacy can help with transferring any current prescriptions. **You’re not required to have a Costco membership to use these services.**

### **Q: How do I fill my specialty medications?**

**A:** To have your specialty prescriptions filled contact:

- BSW Specialty Pharmacy at 844.288.3179 or
- Costco Specialty Pharmacy:
  - Call 833.502.3339 and select the prompts for specialty pharmacy
  - Visit [Lumicera.com/Costco-Specialty pharmacy](https://www.lumicera.com/Costco-Specialty-pharmacy)

**You’re not required to have a Costco membership to use these services.**

For more information, visit [BSWHealthPlan.com/Pharmacy](https://www.bswhealthplan.com/Pharmacy) and view the Specialty Pharmacy Drug Program section.

# Welcome, College Station ISD BSWHP Frequently Asked Questions (FAQs)

Note: If your medication can only be filled at a specific specialty pharmacy (limited distribution drug) and not through BSW or Costco, you can find the required pharmacy information in the Specialty Pharmacy Drug Program document on the website.

**Q: Do I need to tell my provider anything?**

**A:** As a best practice, you can let your provider know that your plan is changing September 1, 2026. Share your new formulary information with your provider. If you want to use mail order, ask your provider to send your prescription(s) to Costco Mail Order Pharmacy.

**Q: How can I view the cost of my medications during the plan year?**

**A:** Log in to your MyBSWHealth member portal at [MyBSWHealth.com](https://MyBSWHealth.com) and select “Pharmacy Benefits” under the Baylor Scott & White Health Plan menu.

**Q: Who is Capital Rx?**

**A:** Capital Rx is a pharmacy benefit administrator. They administer prescription benefit plans on behalf of BSWHP.

**Q: Who can I contact with pharmacy related questions?**

**A:** If you have questions about your pharmacy benefits or this change, you can call the Customer Service number on the back of your member ID card.

**Q: Where do I access all of my pharmacy benefits information?**

**A:** View your list of covered prescription drugs (formulary), access all pharmacy resources and learn more about your drug plan at [BSWHealthPlan.com/Pharmacy](https://BSWHealthPlan.com/Pharmacy)

## Additional questions

**Q: Where can I get answers to specific questions about my care or situation?**

**A:** Come to one of the Open Enrollment meetings and speak with a BSWHP representative. Meetings for the 2026 plan year will be held:

- **Every Thursday, July 9-30, 2026** – 8:00 A.M. to 4:00 P.M.  
CSISD Administration Building,  
1812 Welsh Ave, College Station, TX 77840
- **Monday-Friday, August 10-14, 2026** – Mon., Wed., Thur., Fri.: 8:00 A.M. to 4:00 P.M.; Tues.: 10:00 A.M. to 4:00 P.M.  
A&M Consolidated High School Library,  
1801 Harvey Mitchell Pkwy S, College Station, TX 77840