

member guide

Plan Year 2023-24



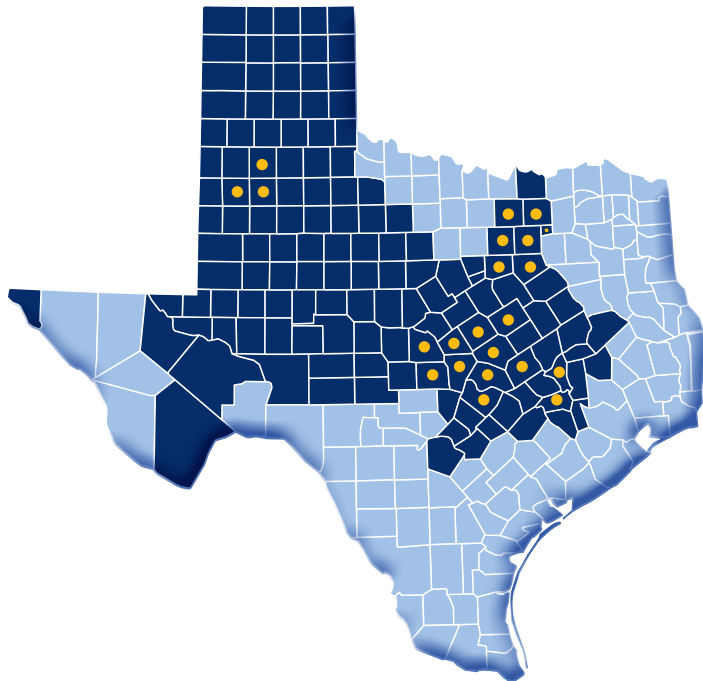


Hello!

Welcome to your new Baylor Scott & White Health Plan member guide. We're honored to call you "our" member and will do all we can to help you and your family with your healthcare—starting with this guide. It includes helpful information about your benefits, step-by-step instructions, handy tips, and more. Check it out! It's just one of the ways we're empowering you to live well.

For information about...	Contact	At	When
<ul style="list-style-type: none"> • Your benefits • A medical bill • Finding a provider • Anything related to your health plan 	Customer Service BSWHealthPlan	Phone: 844.633.5325 Secure Message: through MyBSWHealth member portal or MyBSWHealth app BSWHealthPlan.com/TRS	7 AM – 7 PM, M- F
<ul style="list-style-type: none"> • Virtual care 	MyBSWHealth or MDLIVE	MyBSWHealth.com or MyBSWHealth app	24/7
<ul style="list-style-type: none"> • Symptoms you're experiencing 	Nurse Line	Number on back of ID card	24/7
<ul style="list-style-type: none"> • Prescriptions • Your deductible • Your out-of-pocket maximum • Information from Baylor Scott & White providers 	MyBSWHealth	MyBSWHealth.com	24/7
<ul style="list-style-type: none"> • Mail order pharmacy 	BSW Health Plan	855.388.3090	7 AM – 7 PM, M – F 9-5 Sat
<ul style="list-style-type: none"> • Specialty pharmacy 	BSW Health Plan OptumRx	844.288.3179 855.427.4682 or SpecialtyOptumRx.com	8-6 M-F; 9-5 Sat 24/7

Get the care you need



BSW Premier HMO

■ Service Area

You have access to in-network providers in the 141 counties shown in dark blue.

Choose from a broad range of BSW Premier HMO in-network providers

Go to [BSWHealthPlan.com/TRS](https://www.bswhealthplan.com/TRS) and click on the “Find a Provider” link.

- ▼ Search by name, specialty and/or location
- ▼ See practice locations, contact information and maps
- ▼ Get details, including network participation and hospital affiliations
- ▼ Add filters for gender, board certification, accepting new patients and more

Referrals are not required to see network specialists.

- If you live in the Austin/Round Rock, Bryan/College Station, Dallas/Fort Worth, Lubbock or Temple area—**the counties marked with yellow dots** on the map—you can also call Care Navigation at 844.279.7589 for help finding a provider.

Your member ID card

Important: Show your new card to your providers – even if you were a Baylor Scott & White Health Plan member last year. Your provider needs your current information to check your coverage and bill the correct amount.

Baylor Scott & White Care Plan

Group: [3] Group #: [4] Network: [5] Benefit Effective Date: [6]

1 **SUBSCRIBER**
John Sample

2 **MEMBER ID**
000000000000

IN-NETWORK PLAN BENEFITS*
7 **Adult PCP/Spec:**
8 **Pediatric PCP/Spec:**
ER/Urgent:
Med Deductible:
Out-of-Pocket Max:
9 **Rx Ded:**
Rx:

DEPENDENTS
Jane Sample
Jack Sample

000000000000
000000000000

*Deductible may apply. Refer to plan document.

PHARMACISTS ONLY OPTUMRX
Pharmacy Help Desk: 855-205-9182
BIN: 610011 PCN: IRX
GRP: SWPBSWCP

FOR PROVIDERS

Electronic Claims:
Availity: 94999

Paper Claims:
Baylor Scott & White Health Plan
ATTN: Claims
PO Box 211342
Eagan, MN 55121-1342

Prior Authorization:
Visit the provider portal
Fax: 800-626-3042
Phone: 888-316-7947

Provider Portal:
swhprovider.firstcare.com

Card Issue Date:
08/15/2022

FOR MEMBERS

Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.

Important Information:

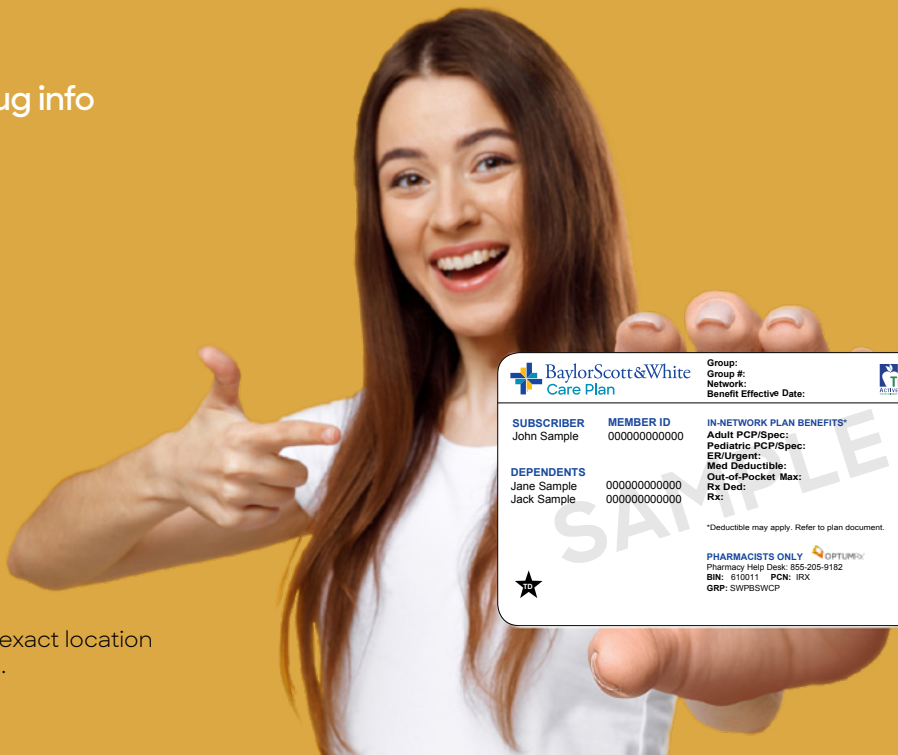
- In a medical emergency, call 911 or go to the nearest emergency facility.
- A** **Customer Service: 844-633-5325 (TTY: 711)**
- Telehealth Options:
 - B** 1. MyBSWHealth app or MyBSWHealth.com
 - C** 2. MDLIVE app or 800-718-5082
- 24/7 Nurse Line: 877-505-7947
- Self-Service Portal: MyBSWHealth.com
- To avoid out-of-network costs and provider balance billing, find a provider at BSWHealthPlan.com/TRS

D **CUSTOMER SERVICE: 844-633-5325 • BSWHealthPlan.com/TRS**

- 1** Member name
- 2** Member ID number
- 3** Group name
- 4** Group ID number
- 5** Network name
- 6** Benefit effective date
- 7** Copays/coinsurance
- 8** Deductible
- 9** Pharmacy/prescription drug info

- A** Customer service phone number
- B** 24/7 Nurse Line
- C** Member portal information
- D** BSWHP website

Your member ID card will be mailed to your home. You can view your card on the MyBSWHealth app and download/print a copy or request a replacement through the member portal at MyBSWHealth.com.



Baylor Scott & White Care Plan

Group: [3] Group #: [4] Network: [5] Benefit Effective Date: [6]

SUBSCRIBER
John Sample

MEMBER ID
000000000000

IN-NETWORK PLAN BENEFITS*
7 **Adult PCP/Spec:**
8 **Pediatric PCP/Spec:**
ER/Urgent:
Med Deductible:
Out-of-Pocket Max:
9 **Rx Ded:**
Rx:

DEPENDENTS
Jane Sample
Jack Sample

000000000000
000000000000

*Deductible may apply. Refer to plan document.

PHARMACISTS ONLY OPTUMRX
Pharmacy Help Desk: 855-205-9182
BIN: 610011 PCN: IRX
GRP: SWPBSWCP

The ID card shown above is a sample. The exact location of certain elements may vary on your card.

Care anytime, anywhere



Physically getting to the doctor when you're sick or injured isn't always easy. Virtual care is designed to fit your busy schedule, so you can squeeze your visits in between meetings, classes, carpool schedules and all the other activities that can make staying on top of your care difficult.

You'll still need an in-person visit for some conditions, but virtual care is available for things like:

- ▼ Allergies
- ▼ Stress management
- ▼ Minor eye conditions
- ▼ Vaginal yeast infection
- ▼ Cold and flu
- ▼ Bladder infection (UTI)
- ▼ Addictions
- ▼ Stomach/digestive issues

As a Baylor Scott & White Health Plan member, you have 24/7 access to the same expert care you'd receive in-person at a doctor's office – from the comfort of home or wherever you are.

Prescriptions: Whether you choose MyBSWHealth or MDLIVE for care, any prescriptions needed will be sent directly to the pharmacy of your choice.

Log in to your MyBSWHealth member portal online or with the app and choose "Schedule Now" to get started.

MyBSWHealth eVisit	MyBSWHealth Video Visit	MDLIVE
Fill out an online questionnaire and receive a response from a BSWH provider in 1 hour or less.	Schedule a same-day appointment to meet with a provider face-to-face by video.	Connect with board-certified doctors by video or phone.*

* If you already have an account with MDLIVE through a different insurance plan, you will need to re-register as a Baylor Scott & White Health Plan member.

Stay on track to a healthier you with the MyBSWHealth member portal

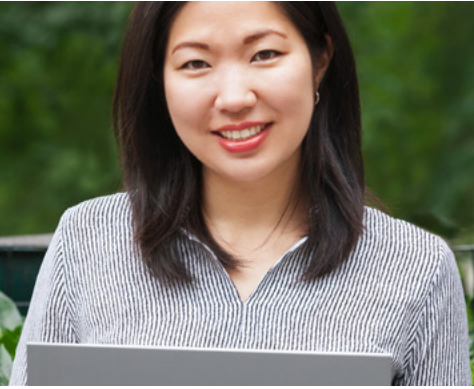
Whether you need care now, need a prescription refilled or want to see test results, you can use MyBSWHealth to connect with the resources you need to stay well—24 hours a day, 7 days a week. Inside the portal, you can:

- ▼ **View or print your ID card and benefit plan documents**
- ▼ **Find doctors and locations in your network and schedule appointments with ease**
- ▼ **Securely communicate with your care team**
- ▼ **View lab results and past visit summaries**
- ▼ **Review and pay bills**
- ▼ **Complete a telehealth visit, get a diagnosis and a prescription**
- ▼ **View deductible, out-of-pocket max, and claims information**
- ▼ **Transfer or refill prescriptions at BSW pharmacies**
- ▼ **Upload health and fitness data**
- ▼ **Manage your family's healthcare needs from a single place**

Your MyBSWHealth account is secure, and only you can access your private information. Sign up for an account or sign in at [MyBSWHealth.com](https://www.MyBSWHealth.com).

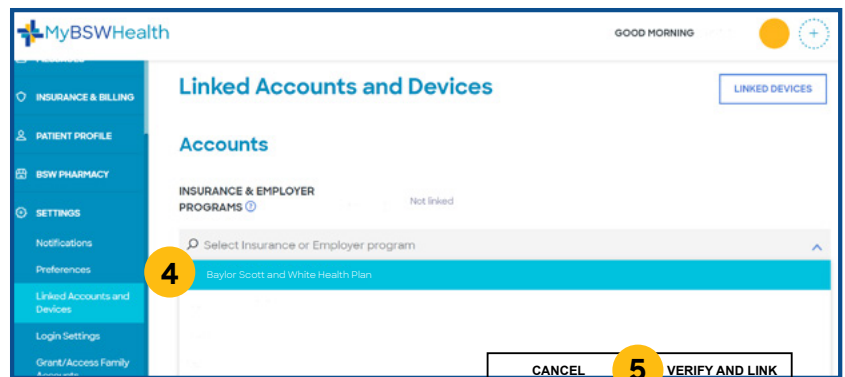
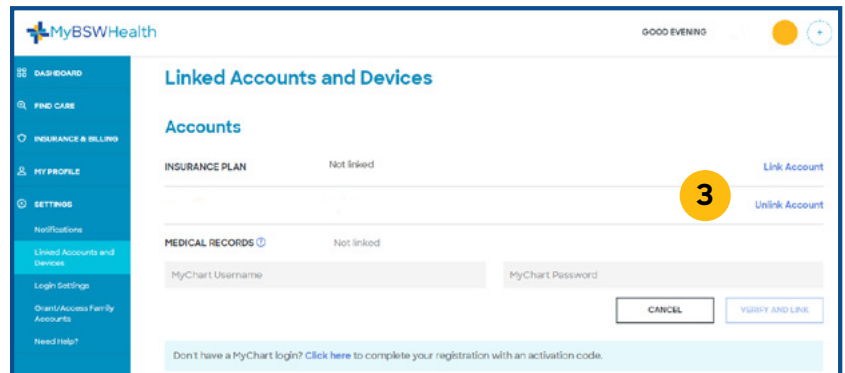


Link your health plan account in 5 easy steps



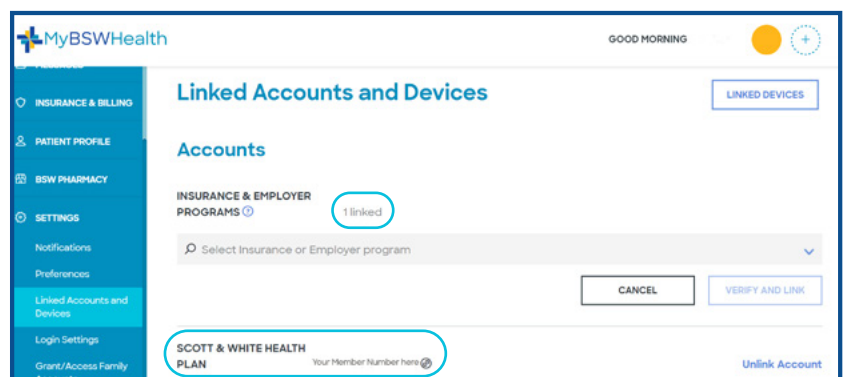
Start by logging into your MyBSWHealth account at MyBSWHealth.com.

1. Click Settings
2. Click Unlinked Accounts and Devices
3. Click Link Account
4. Select Baylor Scott & White Health Plan from the dropdown list
5. Click VERIFY AND LINK



All done!

You should see **1 linked**, your **health plan name** and your **member ID**.



Better tools make it easier

Manage your whole family's healthcare

MyBSWHealth makes it easy to schedule and keep track of appointments, prescriptions, bills and more for every member of the family—from young children to elderly parents. It's called proxy access.

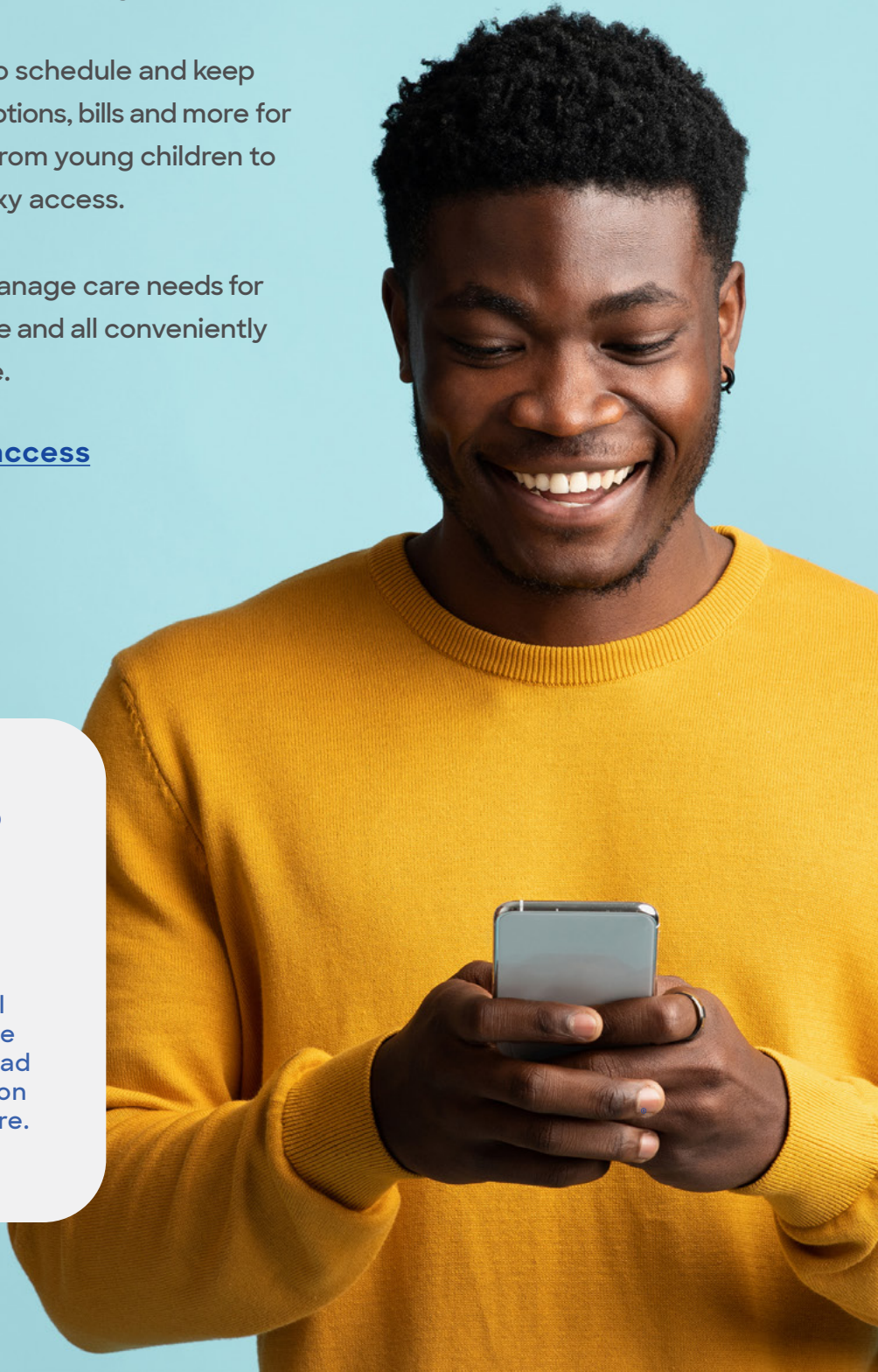
With proxy access, you can manage care needs for the whole family, all in one place and all conveniently on your favorite mobile device.

[Learn more about proxy access and how to set it up.](#)

MyBSWHealth App



Take your member portal information with you in the MyBSWHealth app. Download it today and take a hands-on approach to your healthcare.



Pharmacy benefits

When you need a prescription filled, you can use your pharmacy benefits at pharmacies nationwide, including most national chains and many local pharmacies.

Find an in-network pharmacy near you:

Log in to **MyBSWHealth.com** and click Find Care

OR

Use the Find a Provider link on [BSWHealthPlan.com/TRS](https://www.BSWHealthPlan.com/TRS)

Fill your prescriptions through the mail:

Call toll-free **855.388.3090**
M-F 7 AM - 7 PM; Sat 9 AM - 5 PM

Learn more about your prescription drug plan at [BSWHealthPlan.com/TRS](https://www.BSWHealthPlan.com/TRS)

Prescription drug benefit questions:

800.728.7947

M - F, 8:30 AM - 5:30 PM

Specialty pharmacy benefit questions:

BSW Specialty Pharmacy:

844.288.3179

OptumRx Specialty Pharmacy:

855.427.4682 or
[specialty.optumrx.com](https://www.specialty.optumrx.com).



Do generic drugs really work as well as name brands?

Yes. Even though they may look different, generics have the same key ingredients as their brand-name counterparts, and often cost less. Many generic drugs are even made in the same manufacturing plants as the brand-name version. The FDA's Office of Generic Drugs follows a rigorous review process to make sure that a brand-name medication and their proposed generic equivalent:

- ▶ Contain the same active/key ingredient;
- ▶ Have the same strength;
- ▶ Use the same dosage form (for instance, a tablet, capsule, or liquid); and
- ▶ Use the same route of administration (for instance, oral, topical, or injectable).

Talk to your doctor about whether a generic medication is right for you.

Source: [FDA.gov/Generics](https://www.fda.gov/Generics)



Boost your

WELL-BEING

Get personalized support to live well through our digital wellness platform, powered by WebMD and available through MyBSWHealth.

WELL-BEING ASSESSMENT

A simple, digital survey that will help explain your current health status and offer personalized recommendations for how to improve it.

DAILY HABITS

Forming and sticking with healthy habits can be hard. Daily Habits makes it easier. By blending behavior change science with small, actionable goals, Daily Habits will help you create lifelong healthy patterns that fit your lifestyle.

WELLNESS MEDIA LIBRARY

Check out podcasts, videos—including yoga and other exercise videos—healthy recipes and more!

WELLNESS CHALLENGES

Sometimes a little healthy competition inspires positive change. Join an individual or team challenge to boost your well-being in areas like physical activity, nutrition, sleep and more.

[Log in to your MyBSWHealth member portal/app and get started today!](#)



#WebinarWednesday

Did you know BSWHP has health education opportunities at no additional cost that you can access from the comfort of home? There's a whole series of topics, from nutrition to happiness, and you can come to one or all. Learn more at:

BSWHealthPlan.com/TRS.



Finding help just got easier. Findhelp is a Texas-based platform created to connect all people in need with programs that serve them. You can search for local resources like medical care, food, job training, transportation and more. Organizations in your community are ready to help.

Findhelp is free, private, and easy to use. Search and connect at BSWHealthPlan.findhelp.com.



Be Well newsletter

This newsletter is packed with information and helpful tips about how to get and stay well. It's emailed four times a year and you'll always find the current issue on the Wellness page at BSWHealthPlan.com/TRS.



wondrTM

**No counting calories.
No restrictions.
No guilt.**

Wondr is a weight loss program that is clinically proven to help you lose weight, sleep better, stress less, and so much more. They'll teach you simple skills that are based on behavioral science, so you can enjoy your favorite foods and feel better than ever.

Learn more [here](#) or at BSWHealthPlan.com/TRS.



*Members, spouses, and adult dependents (ages 18 and older) are eligible to apply.



Maternity Care Management

Helpful tips and assistance during pregnancy and for one year after birth. Benefits include:

- ▼ Access to a nurse 24/7 during pregnancy
- ▼ In-home support for high-risk conditions (such as diabetes, hypertension and severe nausea)
- ▼ Depression screening following delivery
- ▼ Parental education for newborn health during the first year
- ▼ Immunization reminders
- ▼ Planning for returning to work

Sign up

Call the customer service number on the back of your ID card.

A close-up, profile view of a woman with dark hair using a green nebulizer mask. She is holding the clear plastic nebulizer cup with her right hand. The background is a solid light blue color.

Disease Management

Disease management empowers you, working with your healthcare providers, to manage chronic conditions and prevent complications. Programs are available for members with asthma, breathing trouble (such as bronchitis, emphysema), diabetes, heart problems and many other conditions.

Our health coaches may contact you to invite you to participate in one of these programs when we see an insurance claim with one of these conditions. You can opt in or opt out of the program by calling **888.360.1555**.

Case Management

If you or one of your dependents is diagnosed with complicated health problems, case managers are available to help. A nurse case manager will work with you, your family and the physician to create a plan to meet the patient's ongoing complex care needs.

Case managers:

- ▼ Advocate for members.
- ▼ Help the patient set goals and make a personal plan to improve their health.
- ▼ Assist with arrangements for necessary services and community support.
- ▼ Answer questions and provide education to help members have a better understanding of their condition and plan of care.

For more information, or to request a Case Manager, please email CaseManagement@BSWHealth.org or call the Customer Service number on the back of your member ID card and ask for a Case Manager.



Where to go for care

Choosing the right option for your condition can save you time and money.



Less \$



VIRTUAL CARE - \$0 COPAY

Using your mobile device or computer

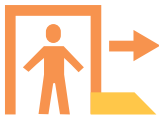
For conditions like acne, allergies, bladder infection, cold, flu, pink eye, quitting tobacco, sinus infection, stomach problems or yeast infections.



PRIMARY CARE DOCTOR

Another choice for care when it's not an emergency

For conditions like asthma, diabetes management, earache, high blood pressure, headaches, preventive health, sprains, etc.



WALK-IN CLINICS

Same-day appointments when your doctor is not available; includes select primary care clinics and some pharmacy locations

For conditions like asthma, bladder infection, ear or sinus pain, flu, sore throat or sprains.



URGENT CARE

Needs immediate attention but is not life-threatening, or an appointment is not available with your doctor

For conditions like back pain, bladder infection, earache, minor burns, minor eye injuries, minor cuts that may need stitches, sore throat or sprains



EMERGENCY ROOM

Any condition you believe to be life-threatening

For conditions like chest pain, deep cuts or wounds, difficulty breathing, poisoning, overdoses and suicidal behavior, abdominal pain, coughing or vomiting blood, severe burns, severe head injuries, sudden loss of balance, vision change, facial droop, arm or leg weakness.

More \$



Need more information?

[BSWHealthPlan.com/TRS](https://www.bswhealthplan.com/TRS)

Frequently requested documents and forms can be found in the Tools and Resources section at [BSWHealthPlan.com/TRS](https://www.bswhealthplan.com/TRS).

Plus, you'll find information on transition of care (for new members who are in active treatment for medical conditions with non-BSWHP network providers), claims, appeals and grievances, and more.



Founded as a Christian ministry of healing more than 100 years ago, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

As one of the top-rated* private health insurers in Texas, Baylor Scott & White Health Plan is proud to serve members across North, Central and West Texas as a trusted leader in value-based care.

844.633.5325

7 AM – 7 PM, Monday – Friday

[BSWHealthPlan.com/TRS](https://www.bswhealthplan.com/TRS)

Health Maintenance Organization (HMO) products are offered through Scott and White Health Plan dba Baylor Scott & White Health Plan and Scott & White Care Plans dba Baylor Scott & White Care Plan. PPO and EPO products are offered through Baylor Scott & White Insurance Company. Baylor Scott & White Health Plan serves as a third-party administrator for self-funded employer sponsored plans. Baylor Scott & White Care Plan and Baylor Scott & White Insurance Company are wholly owned subsidiaries of Baylor Scott & White Health Plan and are referred to collectively in this document as Baylor Scott & White Health Plan.

*According to the National Committee for Quality Assurance (NCQA) private insurance plan ratings for 2022.