



# Open Enrollment

Plan Year: Nov. 1, 2023 – Oct. 31, 2024

Open Enrollment: Aug. 14, 2023 – Aug. 18, 2023

## It all happens here

- ▼ Customer service
- ▼ Claims
- ▼ Account management
- ▼ Executive leadership
- ▼ Decisions

Baylor Scott & White Health Plan started in Central Texas more than 40 years ago and we're still proud residents of the Lone Star State.

What that means for you is this: when you need help, we're not across the country or around the world.

- Customer Service is based here
- Your claims are handled here
- Your Account Managers are based here
- Our executive leadership lives here, too

We're your neighbors, and we keep that in mind when we help you make decisions about your healthcare and coverage.



These days we can count more than half a million Baylor Scott & White Health Plan members. And we're part of the Baylor Scott & White Health system, the largest not-for-profit healthcare system in Texas. Baylor Scott & White Health is consistently ranked among the best hospitals in the nation—and the most award-winning not-for-profit health system in state, according to *U.S. News & World Report*.

## Removing Barriers to Care

### \$0 Copay for

- Preventive care
- Virtual care
- 24-Hour Nurse Line
- Wondr Health

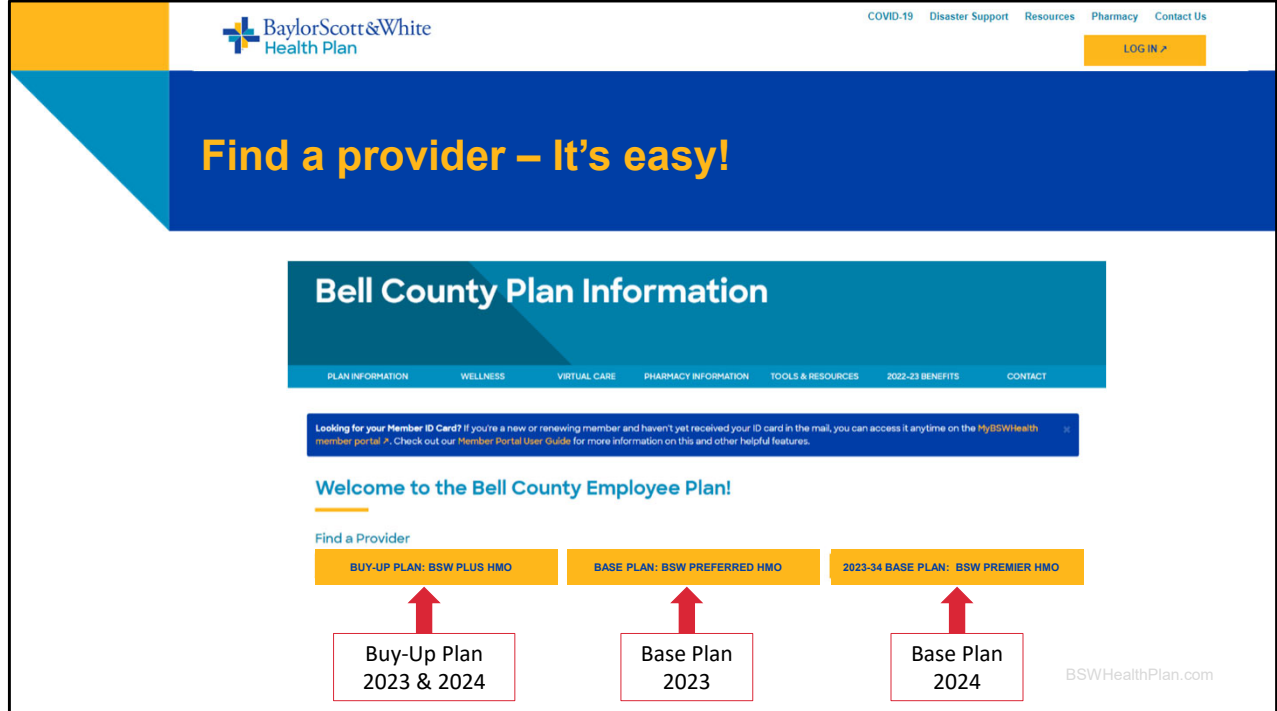
We are removing barriers to care by offering multiple benefits at \$0 copay:

- Preventive care
- Virtual Care available 24/7/365 through the MyBSWHealth member portal
- Need advice about a symptom or whether to seek care? Call our 24/7 Nurse Line!
- Ready to lose weight but hate diets? Wondr Health is just what you're looking for. We'll talk about that more in a little bit.



This is probably the most important thing in this entire presentation: You can find virtually everything you need on the website we created just for Bell County members: [BSWHealthPlan.org/BellCounty](https://www.bswhealthplan.org/BellCounty)

- To find a provider, just click on the yellow button for your plan – either BSW Plus HMO or BSW Preferred HMO
- Download your member guides
- Check out wellness resources
- Find information on pharmacy, claims, customer service, and more
- Plus, you can easily log in to the **MyBSWHealth Member Portal** by clicking the button on the top right.



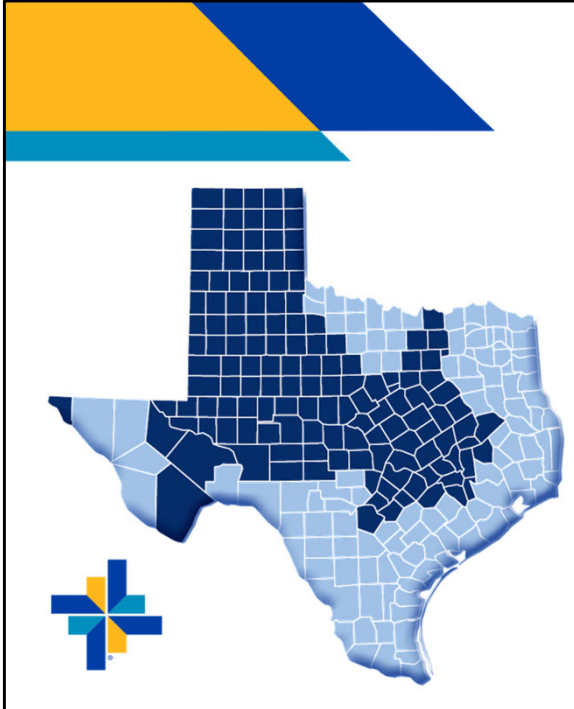
The screenshot shows the Baylor Scott & White Health Plan website. At the top, there is a navigation bar with links for COVID-19, Disaster Support, Resources, Pharmacy, and Contact Us, along with a LOG IN button. Below this is a large blue banner with the text "Find a provider – It's easy!". The main content area is titled "Bell County Plan Information" and includes a navigation menu with links for PLAN INFORMATION, WELLNESS, VIRTUAL CARE, PHARMACY INFORMATION, TOOLS & RESOURCES, 2022-23 BENEFITS, and CONTACT. A notification banner asks if the user is looking for their Member ID Card. Below this is a "Welcome to the Bell County Employee Plan!" message and a "Find a Provider" section. Three yellow buttons are displayed: "BUY-UP PLAN: BSW PLUS HMO", "BASE PLAN: BSW PREFERRED HMO", and "2023-34 BASE PLAN: BSW PREMIER HMO". Red arrows point from labels below to these buttons: "Buy-Up Plan 2023 & 2024" points to the first button, "Base Plan 2023" points to the second, and "Base Plan 2024" points to the third. The website URL BSWHealthPlan.com is visible in the bottom right corner.

Finding a provider is easy!

1. Go to [BSWHealthPlan.com/BellCounty](https://BSWHealthPlan.com/BellCounty)
2. You'll see bright yellow buttons for each plan at the top of the page
3. Click on the yellow button for your plan
  - a) If you currently have the Base Plan, click on BSW Preferred HMO to find providers you can see now.
  - b) On November 1, the Base Plan will change to BSW Premier HMO. To see if your current providers are in the BSW Premier HMO network, click the BSW Premier HMO button.

You can also find a provider for your current plan through the MyBSWHealth app or online Member Portal.





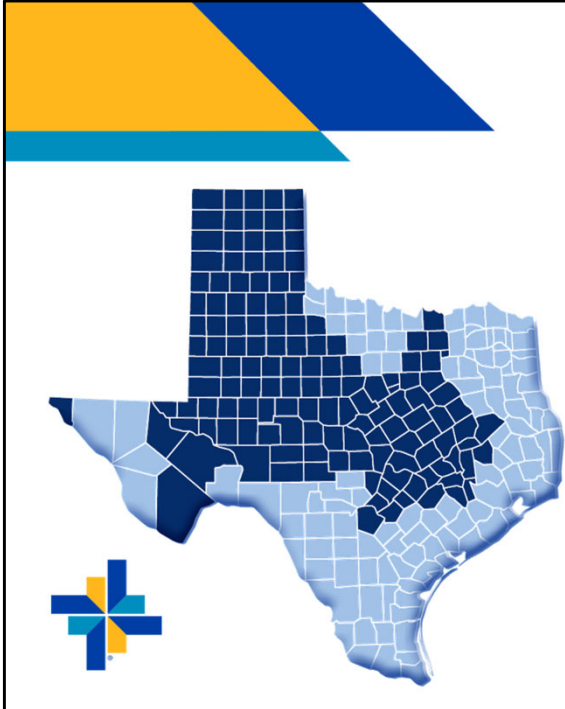
**Base Plan**  
**BSW Premier HMO**

In-network options for care  
in 141 counties

- ▶ **NO REFERRALS NEEDED**  
to see in-network providers, even  
specialists
- ▶ **NO REQUIREMENT**  
to select a PCP

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

If you were on the Base Plan with the BSW Preferred network last year, you'll see that your service area has expanded. With BSW Premier, you have access to so much more. You can see in-network providers in 141 counties.



**Buy-Up Plan**  
**BSW Plus HMO**

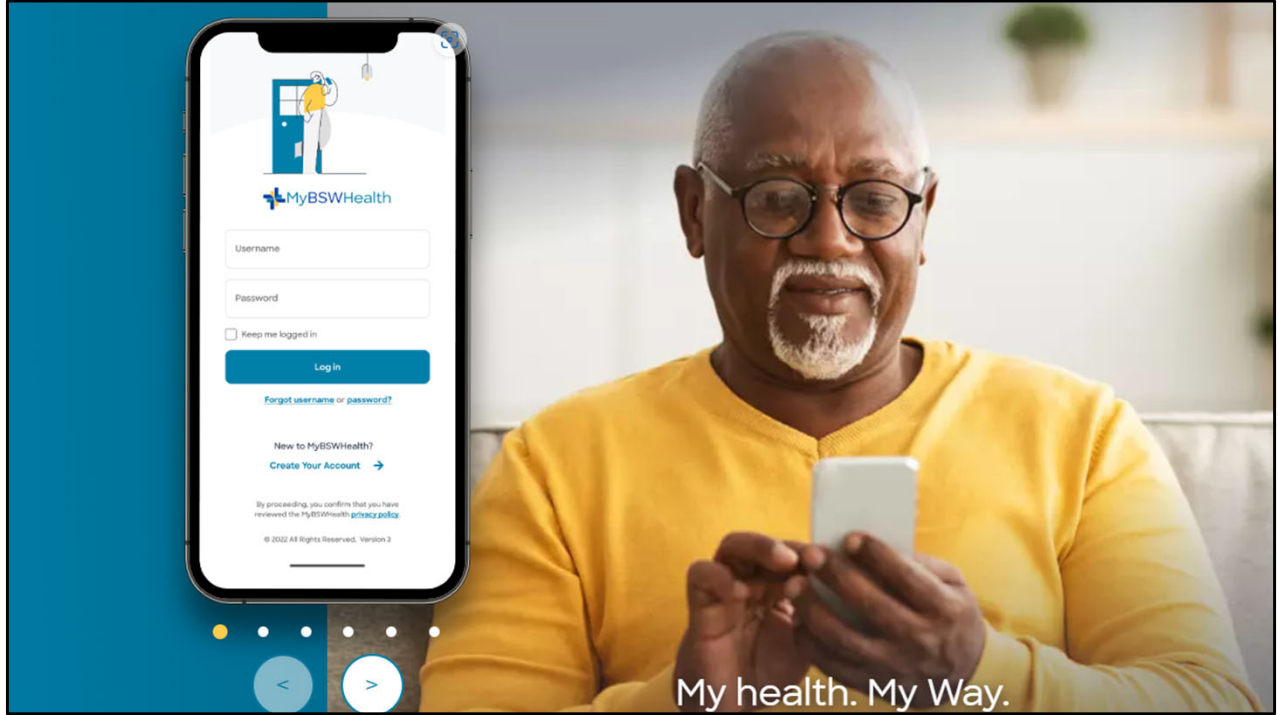
Access to in-network providers in all 141 counties shown in dark blue

- ▼ **NO REFERRALS NEEDED** to see specialists
- ▼ **NO REQUIREMENT** to select a PCP

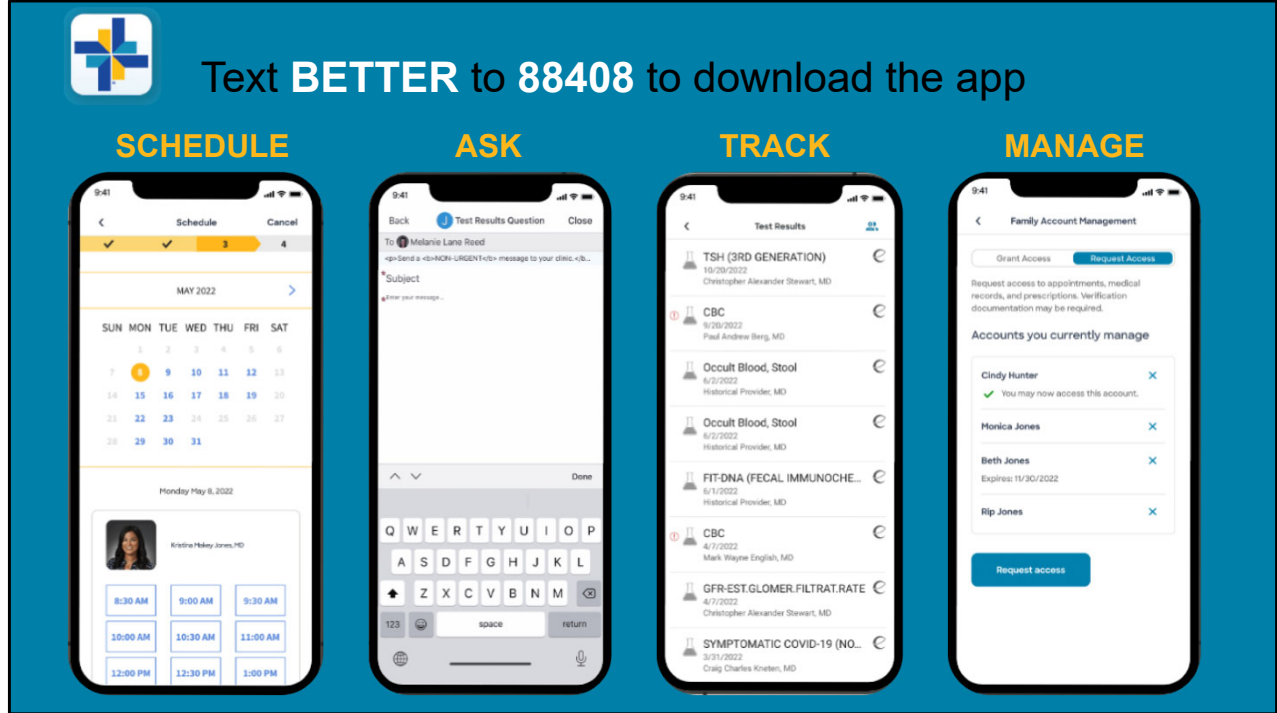
[BSWHealthPlan.com](https://www.BSWHealthPlan.com)

The service area is the same as the Base Plan – 141 counties. However, the BSW Plus HMO offers access to additional providers in some counties.





You can do so many things anytime, day or night, in the MyBSWHealth Member Portal, available online and as an app. For example, if you forget to take your Member ID card to an appointment, you can pull up a digital copy right on your phone.



It's easy to schedule and track appointments with your doctors. You can also do a Same-Day Video Visit or eVisits through Baylor Scott & White Health or MDLIVE to receive care without leaving your home.

When you have questions, it's easy to message your doctor or send a secure message to the health plan's Customer Service team. You can also refill prescriptions and see your claims and copays.

You can get test results in the app—which makes it easy to keep track of them, too.

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.



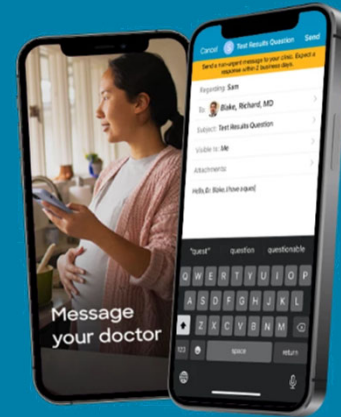
## Care at your fingertips 24/7

Skip the doctor's office with a virtual visit on the MyBSWHealth app.

Diagnosis and prescription (if needed) in as little as one hour.

MyBSWHealth eVisits and Same-day Video Visits available anywhere in Texas and can treat:

- Colds, flu and allergies
- Urinary tract infections (UTI)
- Skin conditions
- Stomach and digestive issues
- Minor eye conditions
- Vaginal yeast infections



Here's another terrific feature of MyBSWHealth – you can use it to receive contact-free care from board-certified doctors, pediatricians, licensed therapists and more using your smartphone, tablet or computer – anytime, day or night!

- eVisits are online interviews that are great for common medical conditions. They take 5-10 minutes to complete, and you'll receive a response from a Baylor Scott & White Health provider within an hour. Behavioral Health eVisits are available between 8:00AM-4:30PM and offer referrals for care options.
- If you prefer, you can schedule a same-day Video Visit, where you can talk with a Baylor Scott & White Health provider face-to-face—onscreen—about your symptoms.

Whether you choose an eVisit or a same-day Video Visit, any prescriptions you need will be sent immediately to the pharmacy of your choice.



**Link your BSWHP account**

1. Click **Settings**
2. Click **Unlinked Accounts and Devices**
3. Click **Link Account**
4. Select **Baylor Scott & White Health Plan**
5. Click **Verify**



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You'll want to be sure and link your account in the MyBSWHealth app so your claim can be properly processed.

**Start by** logging into your MyBSWHealth account at [MyBSWHealth.com](https://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



Wondr Health is an online program that teaches you how to eat the foods you love while reducing your risk of developing serious conditions, like diabetes or heart disease. Wondr Health is available at NO COST to our members and is accessible via both computer and mobile device.

Learn more about Wondr Health at [BSWHealthPlan.com/BellCounty](https://BSWHealthPlan.com/BellCounty).






## Maternity care

Pregnancy + 1 year  
after birth


Access to a nurse 24/7

In-home support for  
high-risk conditions

Members who are expecting can take advantage of Maternity Care, which offers assistance throughout pregnancy and for one year after the baby is born, including access to a nurse 24/7, in-home support for high-risk conditions, planning for returning to work, and other resources.



## Wellness webinars & newsletter



All members are encouraged to take advantage of FREE monthly webinars and information in our wellness newsletter. *Be Well* is emailed to members four times a year and the current issue is always available on our website.





## Where to go for care

LESS \$

**Virtual Care – \$0 Copay**  
using your mobile device or computer

**Primary Care Doctor**  
Best choice for care when it's not an emergency

**Walk-In Clinics**  
Same-day appointments when your doctor is not available

**Urgent Care**  
You need immediate attention but it's not life-threatening

**Emergency Room**  
Any condition you believe to be life-threatening

MORE \$

BSWHealthPlan.com

**You have many options for care within our network. Choosing the right level of care for your condition can save you both time and money.**

Depending on the issue, virtual care may be all that is needed. But even when an issue needs immediate attention but is not life-threatening, urgent care may be a better option than the more expensive ER visit.

Additional ways to save time and money:

- Call a Nurse – The call is free and the number is on the back of your member ID card.
- Use in-network doctors to keep costs low
- Choose generic (instead of brand) medications and consider getting a 90-day supply when applicable.

## BSWHP 2023-2024 Plan Year Benefits

### \$30 Office Visits

BENEFIT	COPAY
Medical Deductible	\$1,250 Individual / \$2,500 Family
Out-of-Pocket Maximum	\$3,750 Individual / \$7,500 Family (includes combined Medical & Rx copays, deductible and coinsurance)
Primary Care Physician	<b>\$30 Copay</b>
Specialist Office Visit	<b>\$30 Copay</b>
Preventive Care	<b>\$0</b>
Outpatient Surgery Facility	20% after deductible Up to the out-of-pocket maximum
Inpatient Hospital	20% after deductible Up to the out-of-pocket maximum
Urgent Care	<b>\$75 Copay</b>
Emergency Room	\$250 Copay per visit, plus 20% after deductible (\$250 Copay waived if admitted within 24 hours)
Manipulative Therapy	<b>\$30 Copay</b> (35 visits per calendar year max)



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For more benefit information, please see the plan documents and resources at [BSWHealthPlan.com/BellCounty](https://BSWHealthPlan.com/BellCounty)

## Unlimited Rx Benefit

PLUS only \$10 for Preferred Generic Drugs!

Prescription Drugs		
	Retail (up to 30-day supply)	Mail Order (up to 90-day supply)
<b>Rx Maximum</b>	<b>Unlimited</b>	
<b>Rx Deductible</b> Applies to Preferred Brand and Non-Preferred Drugs	<b>\$0 per individual</b>	<b>\$0 per individual</b>
<b>Preferred Generic</b>	<b>\$10</b>	<b>\$20</b>
<b>Preferred Brand</b>	<b>\$40</b>	<b>\$80</b>
<b>Non-Preferred Brand or Non-Preferred Generic</b>	<b>Lesser of \$100 or 50% / retail</b>	<b>Lesser of \$200 or 50% / maintenance</b>



Rx copays and coinsurance apply to Out-of-Pocket Maximum.

\*Please review the Group Value Formulary at [BSWHealthPlan.com/BellCounty](http://BSWHealthPlan.com/BellCounty) for any changes that may affect medications you are currently taking.

[BSWHealthPlan.com](http://BSWHealthPlan.com)

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For more benefit information, please see the plan documents and resources at [BSWHealthPlan.com/BellCounty](http://BSWHealthPlan.com/BellCounty)

Got a  
question?  
Just ask!



Website:  
[BSWHealthPlan.com/BellCounty](https://BSWHealthPlan.com/BellCounty)



Texas-based Customer Service:  
**844.633.5325**



Secure messaging with Customer  
Service: **MyBSWHealth** app and  
member portal

Do you have a question? Well, if you do, you'll find answers to many questions on our website. We created a page just for you at [BSWHealthPlan.com/BellCounty](https://BSWHealthPlan.com/BellCounty).

If you want to talk to someone, you can call our Texas-based customer service advocates at 844.633.5325. That number is also on the back of your member ID card.

You can also send a secure message through the MyBSWHealth member portal. You'll find a link to the portal on [BSWHealthPlan.com/BellCounty](https://BSWHealthPlan.com/BellCounty) or you can download the MyBSWHealth app.

