



Welcome to Open Season for 2022, which runs from November 8 through December 13, 2021. If you've been with us before; you may notice a new name: Baylor Scott & White Health Plan. Beginning January 1, 2022, Scott and White Health Plan will do business as Baylor Scott & White Health Plan, part of the Baylor Scott & White Health family of companies.

Our brand has changed, but our commitment to our members remains as strong as ever: We're dedicated to offering high-quality health plans, technology and services to meet the needs of all we serve.



**Same commitment. New brand.**



Scott & White  
HEALTH PLAN

is now



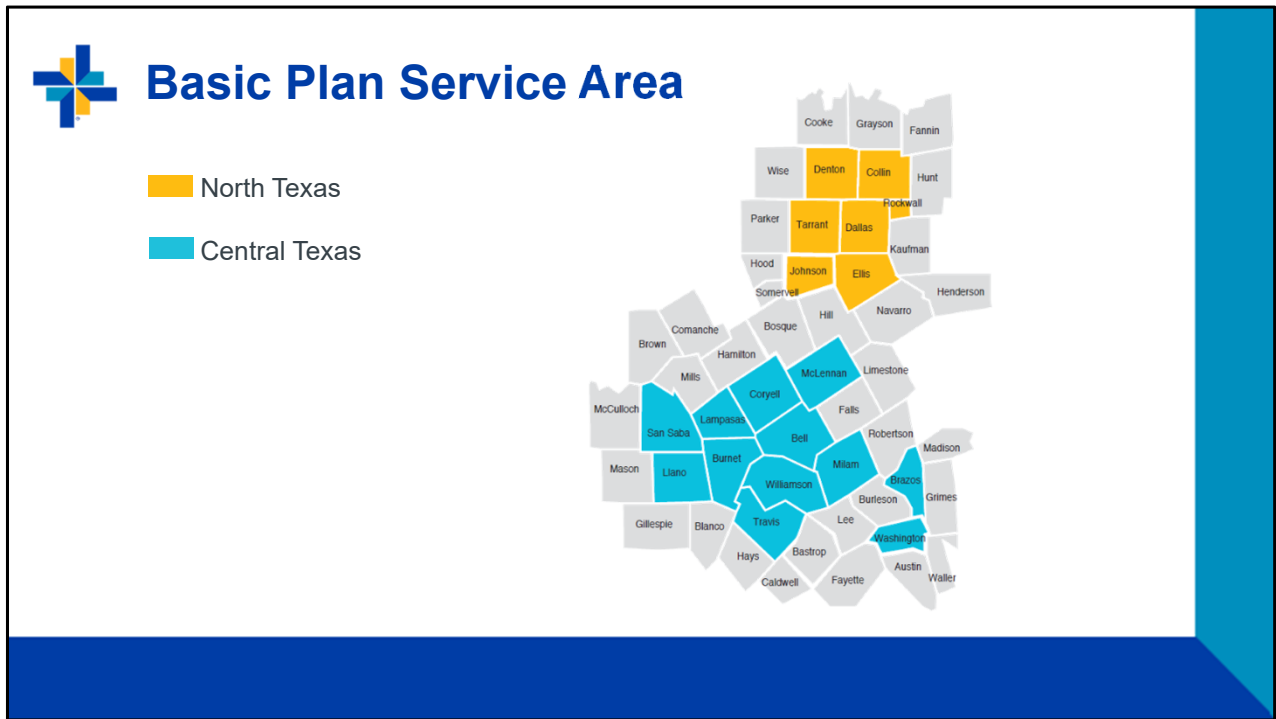
**Baylor Scott & White**  
Health Plan

Our new brand in 2022

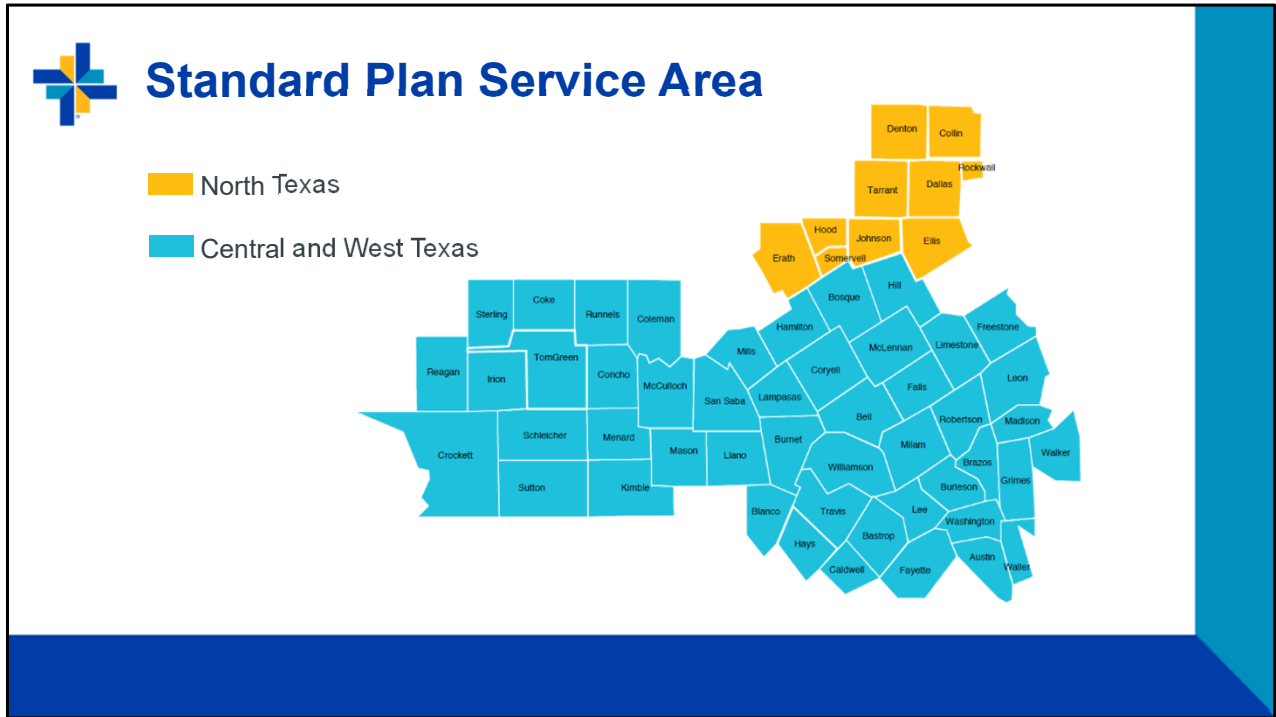
With Baylor Scott & White Health Plan (BSWHP), you have access to the renowned doctors, specialists and facilities of the Baylor Scott & White Health system. Baylor Scott & White Health provides full-range, inpatient, outpatient, rehabilitation and emergency medical services.

Beyond the Baylor Scott & White Health system, we offer access to thousands of providers throughout North, Central and West Texas to ensure our members have plenty of in-network options for care.

We are proud to partner with FEHB to offer healthcare coverage to federal employees and their families.



Our Basic Plan service area includes counties in North and Central Texas as shown on this map. If you live or work in one of the counties shown in blue or orange on this map, you are eligible to participate in the Basic plan option.

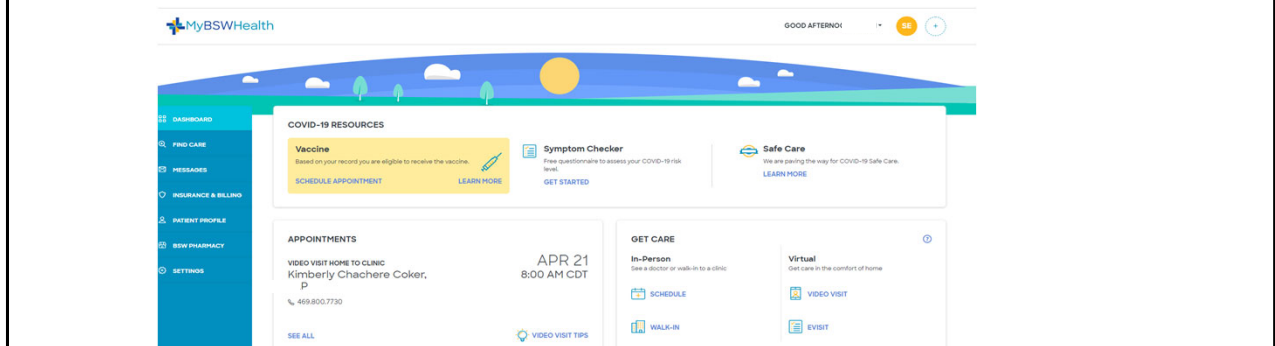


Our Standard Plan service area includes counties in North, Central, and West Texas as shown on this map. If you live or work in one of the counties shown in blue or orange on this map, you are eligible to participate in the Standard plan option.



## 24/7 Self-Service Member Portal: MyBSWHealth.com

- View and print ID cards
- Find a provider
- eVisits & Video Visits
- See copay information
- View claims, authorizations and deductibles
- Enjoy wellness features
- See Explanations of Benefits
- And more!



Our member portal at MyBSWHealth.com offers 24/7 self-service. If you're new to the member portal, registration is easy – just go to MyBSWHealth.com and follow the prompts. If you've signed up before but it's been a while since you logged in, and you can't remember your username or password, don't worry—there are links to help you with that.

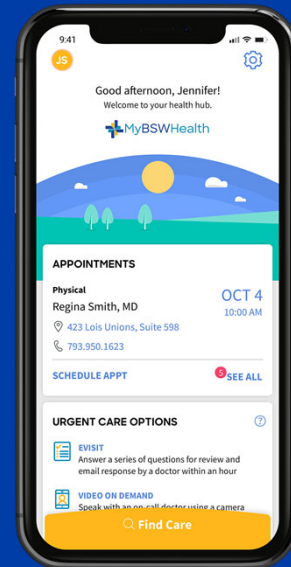
Your MyBSWHealth member portal offers helpful features at your fingertips, so you'll always be able to access your ID card, find a provider, view claims and copay information, and much more.



## MyBSWHealth App

Be sure to link your health plan account in the app:

1. Tap the gear icon in the top right corner
2. Tap “Manage Linked Accounts”
3. Tap “Link Account” under SCOTT & WHITE HEALTH PLAN
4. Enter member information



There’s also a MyBSWHealth app, which puts most of the portal information right on your phone. You can find a physician, view your ID card, track your deductible, manage and refill prescriptions, and more.

This free app is available on GooglePlay or the App Store. Be sure to link your health plan account in the app so you can have access to your benefits. It will only take a minute and then you’ll be all set.



## Care from the comfort of your home— or wherever you are!

Use the MyBSWHealth app or portal for contact-free healthcare through:

- eVisits
- Same-day Video Visits

Both take about 5-10 minutes; available 8 AM – 8 PM,  
7 days a week

Additional options available 24/7 through MDLIVE.




Here's another terrific feature of MyBSWHealth – you can use it to receive contact-free care from the comfort of your home, or anywhere in Texas.

- 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.
- 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. Video Visits usually take between 5-10 minutes.


Whether you choose an eVisit or a same-day Video Visit, any prescriptions you need will be sent immediately to your preferred pharmacy. eVisits and Video Visits are available from 8:00 AM – 8:00 PM seven days a week.

You may also choose additional virtual care options from MDLIVE, available 24 hours a day, 7 days a week.

However you decide to seek care, be sure to link your SWHP account in the MyBSWHealth app so your claim can be properly processed.




## Wellness




**Wondr**

- Unique mindful-eating curriculum combined with technology
- Teaches skills needed to sustainably lose weight & improve health
- Proven to deliver
  - sustainable weight loss
  - meaningful reversal of MetS risk factors like hypertension / prediabetes




**BSW Maternity Care Mgt**

- Resources to help expectant mothers enjoy a healthy pregnancy
  - Through pregnancy +1 year
  - Active guidance for high-risk pregnancy
  - Access to a nurse 24/7
  - Depression screening
  - Parental education
  - Immunization reminders
  - Planning & educational tools for returning to work



**Webinars & Newsletters**



Ever wonder how some people can eat all their favorite foods and not gain weight? Wondr is an online program that will teach you how. Wondr is available at NO COST to you and is accessible via computer and mobile device so you can participate whenever it's convenient, wherever you are.

Our program for expectant mothers, BSW Maternity Care Management offers members 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 and planning for returning to work.

Our wellness team schedules free lunch-time webinars throughout the year. There's a whole series of topics, from nutrition to happiness, and you can come to one or all. Our quarterly Be Well newsletter is packed with information and helpful tips about how to get and stay well.

To learn more about Wellness options, and to see the current issue of our Be Well newsletter, visit the Care Management and Wellness page on [fehbswhp.org](http://fehbswhp.org).





## Brief Summary of PY22 Benefits

Benefit	Standard Plan Members Pay	Basic Plan Members Pay
*PCP office visit	\$25 copay/visit	\$25 copay/visit
*Specialist office visit	\$50 copay/visit	\$50 copay/visit
eVisit/Same-Day Video Visit	\$0	\$0
Urgent care visit	\$50 copay/visit	\$75 copay/visit
Outpatient surgery facility	10% after deductible	20% after deductible
Inpatient hospitalization	10% after deductible	\$20% after deductible
Out-of-pocket maximum	\$5,500 (self only)	\$6,000 (self only)
Emergency Room Services (deductible applies)	10% after deductible	20% after deductible
Diagnostic test (X-ray, blood work)	No charge	No charge

\*Under the Affordable Care Act, certain preventive and women's health services are paid at 100% (i.e., at no cost to the member) dependent upon physician billing and diagnosis. In some cases, you will be responsible for payment of some services.

Here's a brief summary of benefits for both the Standard and the Basic plan options. As always, pre-existing conditions are covered, and emergency services are covered worldwide. No matter where you are when an emergency occurs, your emergency room visit is covered as in-network. Network affiliation does not apply for emergencies.



## PY22 Prescription Drug Benefits

Benefit	Standard Member Pays	Basic Member Pays
Preferred Generic Drugs	\$10 retail (30-day) \$25 maintenance (90-day)	\$12 retail (30-day) \$30 maintenance (90-day)
Preferred Brand Drugs	30% up to \$70 retail (30-day) \$150 maintenance (90-day)	\$60 retail (30-day) \$150 maintenance (90-day)
Non-Preferred	50% up to \$200 retail (30-day) \$375 maintenance (90-day)	\$120 retail (30-day) \$300 maintenance (90-day)
Specialty Drugs	\$400 preferred generic (30-day) \$400 preferred brand (30-day) \$600 non-preferred (30-day)	\$400 preferred generic (30-day) \$400 preferred brand (30-day) \$600 non-preferred (30-day)

This chart lists the different copays by type of drug for both the Standard and the Basic plan options. For more information about your prescription drug benefits, see the Federal Employees Benefit Plan Group Value Formulary on the Pharmacy Information page at [fehbsw.org](http://fehbsw.org).



## Stay Better, Longer

- **Disease Management – for chronic conditions**
  - A team effort with your healthcare providers
  - Identify/treat chronic conditions
- **Complex Case Management – for complex care needs**
  - Help navigating healthcare system and getting the services you need
  - Answer questions to help you understand your condition/care plan

**Available at NO additional cost. Learn more at [fehbswhp.org](https://fehbswhp.org)**

To help you stay better longer, please visit our website at [fehbswhp.org](https://fehbswhp.org) where you will learn more about the many additional benefits that BSWHP offers, including our Disease Management and Complex Case Management programs as well as our Well-Being Assessment, Digital Coaching, and more.



## Customer Service

**844.633.5325**

**TTY 711**

**7 a.m. - 7 p.m. Monday – Friday**

**HPFEHBOpenSeason@BSWHealth.org**

**fehb.swhp.org**

### Nurse Advice Line

- 877.505.7947
- 24 hours a day
- 7 days a week

### eVisits / Video Visits

- MyBSWHealth.com  
MyBSWHealth app
- 8 a.m. – 8 p.m.
- 7 days a week

Whenever you need additional assistance beyond our online member tools, we encourage you to contact a customer service advocate toll-free at 844.633.5325. This number is answered Monday through Friday from 7 a.m. to 7 p.m., CT. You'll find that number conveniently located on the back of your member ID card.

You can also email your open season questions to:  
HPFEHBOpenSeason@bswhealth.org.

Remember, you can call the Nurse Advice Line anytime and you can have an eVisit or Video Visit between the hours of 8 a.m. to 8 p.m., seven days a week.

Thank you for your time today, and welcome to Baylor Scott & White Health Plan.