

## Frequently Asked Questions

for new Baylor Scott & White Health Plan Individual & Family members

### MEMBERSHIP AND PAYMENT

#### **I received notification from CMS that I'm enrolled with Baylor Scott & White Health Plan? What do I need to do?**

Welcome! You can start by visiting [BSWHealthPlan.com/Marketplace](https://BSWHealthPlan.com/Marketplace) to see a map of our network service area and to find a provider near you. Customer Service can direct you to the Summary of Benefits for your new plan.

By or before November 15, you should receive a premium invoice for your first month's payment. You'll even get an invoice if you have a subsidy. Your invoice will show your subsidy and any remaining amount due. You have already been enrolled by Healthcare.gov but you must pay your premium prior to January 1, 2024, to activate your coverage.

#### **Do I have to stay with Baylor Scott & White Health Plan, or can I switch?**

We would be happy to have you as a Baylor Scott & White Health Plan member; however, if you prefer to shop for a different plan, you may do so between November 1, 2023, and January 15, 2024. You must enroll in a plan by December 15, 2023, for coverage to start January 1, 2024.

To find a new plan:

- Visit [BSWHealthPlan.com/Marketplace](https://BSWHealthPlan.com/Marketplace) to see what other plans may be available through Baylor Scott & White Health Plan.
- Visit [Healthcare.gov](https://Healthcare.gov) to see all Exchange plan options.
- Find help from an agent or broker in your community at [LocalHelp.HealthCare.gov](https://LocalHelp.HealthCare.gov), or contact an agent you've worked with before.

### **How do I pay my premium?**

Baylor Scott & White Health Plan makes premium payments easy—at home or on the go using any computer, tablet or smartphone device. You can pay your monthly premium on-demand or set up recurring payments from your bank account. Auto drafts will be scheduled for the 27th day of each month.

Here's a [helpful guide](#) to paying online. Waiting until December 1 to set up your autopay will ensure your membership is recognized by the payment system.

### **I have auto-pay for my current plan. Do I need to cancel that payment or will it stop automatically when that plan expires?**

Yes, if you have autopay set up with another health plan (like FirstCare) you will need to cancel that draft and set up a new one with Baylor Scott & White Health Plan. For instructions on how to set up your new autopay, see this [guide](#).

## BENEFITS AND CARE

### **How do my benefits work?**

Your plan offers access to thousands of in-network providers. Except for urgent and emergency care, all care must be accessed within the network. While it is not required, we encourage you to select and routinely visit a Primary Care Physician (PCP) within the network to help manage your healthcare needs and coordinate your care with in-network specialists.

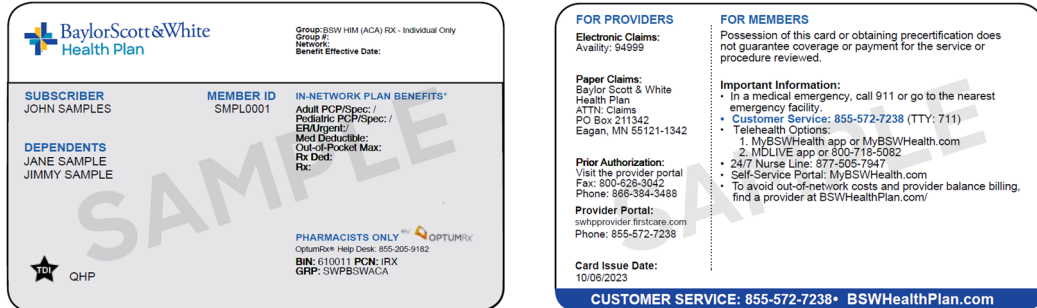
### **How do I find a provider?**

To search for a PCP or other participating doctors or facilities within your network, [BSWHealthPlan.com/FindProvider](http://BSWHealthPlan.com/FindProvider) and choose the Individual & Family Networks tab, then click the BSW Premier HMO-Individual/Family link. For additional assistance, please call Customer Service.

## Will my ID number change?

Yes; a new Baylor Scott & White Health Plan ID number will be assigned as of 1/1/2024. You will need to present your new ID card to your providers and pharmacy so they can submit your claims correctly.

Sample ID card:



## How do I access my ID card?

Your ID card will be sent after you pay your first month's premium. You may also see a digital version of your ID card or request a new ID card online through [MyBSWHealth.com](https://MyBSWHealth.com) or the **MyBSWHealth app**. Remember to carry your member ID card with you at all times. Present it when you receive care, so your provider understands your coverage.

## Does my plan include virtual care?

Yes; you may visit a doctor without leaving your home or office, anytime, day or night.

- For an eVisit or to schedule a same-day video visit, log in to [MyBSWHealth.com](https://MyBSWHealth.com), or download the MyBSWHealth app.
- For telephonic or video visits, call MDLIVE at **800.718.5082**, or download the MDLIVE app.

### **Where do I go for urgent and emergency care?**

To locate an in-network urgent care center near you, log in to [MyBSWHealth.com](https://MyBSWHealth.com) and go to Find Care or visit [BSWHealthPlan.com/FindProvider](https://BSWHealthPlan.com/FindProvider) and choose the Individual & Family Networks tab, then click the BSW Premier HMO-Individual/Family link.

For a medical or behavioral health emergency, call 911 or go directly to the nearest emergency facility. *NOTE: Freestanding Emergency Rooms are typically out-of-network.*

### **Is there a non-emergency advice line?**

For non-emergency symptoms and health or treatment questions, call the Nurse Advice Line to speak with a registered nurse. Call **877.505.7947** to get the answers you need—**24 hours a day, 7 days a week.**

### **What wellness benefits are included?**

Members have access to wellness and condition management programs designed to promote health and provide support. Our nurses and social workers give you personalized, one-on-one assistance to help you find providers in your plan, understand your benefits and assist you with identifying any needed community services.

You also have access to health education opportunities, wellness newsletters and more. After you're a member, you can explore online tools such as a personalized Wellbeing Assessment, Digital Health Coaching and Fitness Tracker Integration in the Wellness module at [MyBSWHealth.com](https://MyBSWHealth.com).

### **How do I make a continuation or transition of care request?**

To make a continuation or transition of care request, visit our website at [BSWHealthPlan.com/Marketplace](https://BSWHealthPlan.com/Marketplace) and click on Member Resources, then scroll down to "Forms and Helpful Links."

## MEMBER PORTAL / ONLINE RESOURCES

### **MyBSWHealth Member Portal**

To access your plan information online, go to [MyBSWHealth.com](https://www.mybswhealth.com). Sign up and log in to the member portal to:

- View and print ID cards instantly
- View benefits and coverage
- See your claims and Explanations of Benefits (EOBs)
- Take a wellness assessment
- Email Customer Service through secure messaging
- Manage your preferences

Member information is also accessible through smartphones and tablets using the **MyBSWHealth app**, available on both the App Store and Google Play.

### **I already have a MyBSWHealth member portal account. Do I need to do anything to see information about my new plan?**

Yes; you will need to link your account to Baylor Scott & White Health Plan. It's simple! [See the steps here.](#)

### **BSWHealthPlan.com**

You'll find information to help you get the most from your healthcare experience—including benefits, announcements and educational materials—at [BSWHealthPlan.com](https://www.bswhealthplan.com).

Additional resources, including our most frequently requested documents and forms, Member Rights & Responsibilities, a Notice of Privacy Practices and how Baylor Scott & White Health Plan assesses new technology and treatments, is available on the Member Resources page. Printed copies of documents and language assistance are available by calling Customer Service.

## PHARMACY & PRESCRIPTION DRUGS

### Can I find more information specific to pharmacy coverage?

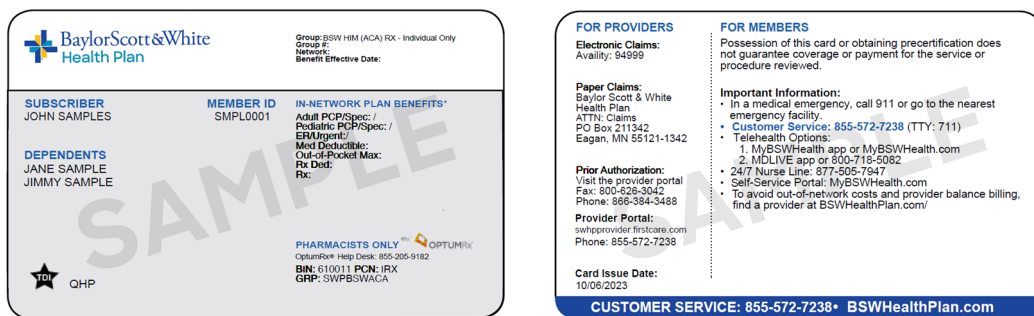
You may find this information in two ways:

- Visit the website at [BSWHealthPlan.com/Marketplace](https://BSWHealthPlan.com/Marketplace) and click on the [Pharmacy Information](#) link under the heading “How can we help you?”
- Call BSWHP Customer Service at 855.572.7238 (TTY: 711) for questions about the prescription drug benefit for Individual & Family Marketplace plans and Baylor Scott & White Essential Health Benefits Formulary.

### Will my ID number change?

Yes; a new ID number will be assigned as of 1/1/2024. You will need to present your new ID card to the pharmacy so they can submit your claim correctly. Refills cannot be processed by the pharmacy until they have your new Member ID number.

Sample ID card:



### Where can I find formulary (drug list) information and mail order forms?

You can find the Essential Health Benefits formulary and mail order forms online at [BSWHealthPlan.com/Marketplace](https://BSWHealthPlan.com/Marketplace). Submit mail order forms after January 1, 2024.

### What drugs are covered by the prescription drug plan?

For a list of covered drugs, visit the Pharmacy Information page at [BSWHealthPlan.com/IndRX](https://BSWHealthPlan.com/IndRX) to view the Essential Health Benefits drug list (formulary).

### **Will refills of my current prescription be available at my retail pharmacy?**

Yes; active prescription refills can be filled at your local pharmacy as long as that pharmacy is part of the network for your 2024 plan. You will need to present your new ID card to the pharmacy so they can submit your claim correctly. Refills cannot be processed by the pharmacy until they have your new Member ID number.

### **Will I need to change pharmacies?**

Generally, no. However, please verify that your pharmacy of choice participates in the pharmacy network for your 2024 plan. A list of network pharmacies can be found on our website at [BSWHealthPlan.com/FindProvider](https://BSWHealthPlan.com/FindProvider). If you are currently taking a specialty medication, you will need to use the preferred specialty pharmacies – BSW Specialty Pharmacy or Optum Specialty Pharmacy.

### **What pharmacies are in my network?**

To locate an in-network pharmacy near you, use the search tool at [BSWHealthPlan.com/FindProvider](https://BSWHealthPlan.com/FindProvider), and choose the Individual & Family Networks tab, then click the BSW Premier HMO-Individual/Family link.

### **Where can I obtain specialty medications?**

To fill your specialty medications, call the Baylor Scott & White Specialty Care Team at 844.288.3179, or Optum Specialty Pharmacy at 855.427.4682, or visit [specialty.optumrx.com](https://specialty.optumrx.com).

### **How can I get my medication(s) delivered to my home? Do I need to change to a different mail-order pharmacy?**

If you are currently taking a specialty medication, you will need to use either of our preferred specialty pharmacies: BSW Specialty Pharmacy or Optum Specialty Pharmacy. Fill your prescriptions at the BSW mail-order pharmacy by calling toll-free 855.388.3090 or contact OptumRx Home Delivery at 855.205.9182.

### **I have a current prescription(s) with the BSW Specialty Pharmacy or OptumRx Specialty Pharmacy. Do I need to re-enroll?**

You will need to provide your new Member ID information to the pharmacy so they can submit your claim correctly. Refills cannot be processed by the pharmacy until they have your new Member ID number.

### **If I received authorization for specific prescription drug coverage in 2023, will that authorization still be valid?**

If coverage restrictions have not changed for the drug(s) you are taking, and you have an active authorization for the drug(s), any active authorizations will remain valid. However, if coverage restrictions change for the drug(s) you are taking, then a coverage request will need to be submitted (e.g. the drug had a step therapy restriction but now requires prior authorization, drug is no longer on formulary, etc.). You will need to provide your new ID card information to the pharmacy so they can submit your claim correctly.

### **How do I submit a prior authorization or exception request?**

On or after 1/1/24, prior authorization or exception requests can be submitted by you, your authorized representative, or your provider. See [this page](#) for information regarding how to submit a pharmacy benefit prior authorization or exception request.

### **How do I determine if the medication(s) I use has coverage restrictions?**

The list of covered drugs will indicate coverage restrictions applicable to each drug. The Essential Health Benefits formulary can be found at [BSWHealthPlan.com/IndRX](https://www.bswhealthplan.com/IndRX).

### **What drugs are not covered by my prescription drug benefit?**

Please refer to your [Plan Benefit Documents](#) for more information regarding plan coverage, limitations and exclusions specific to your prescription drug benefit.





## **Who do I contact if I have questions about my prescription drug coverage?**

If you have questions about prescription drugs or your prescription drug benefits, contact Customer Service at 855.572.7238 (TTY: 711).

## CONTACT INFORMATION

### **Questions? Contact Us.**

#### **Call Us**

Call Customer Service at **855.572.7238**  
Monday through Friday, 7 AM - 7 PM CT (TTY: 711).

#### **Self-Service Portal**

MyBSWHealth: Download the app or go to [MyBSWHealth.com](https://www.MyBSWHealth.com)

#### **Virtual Care**

MyBSWHealth: Use the app or go to [MyBSWHealth.com](https://www.MyBSWHealth.com)  
MDLIVE: 800.718.5082

#### **24/7 Nurse Line**

877.505.7947

#### **Mail Order Pharmacy**

855.388.3090 (Baylor Scott & White)  
855.205.9182 (OptumRx)

#### **Case Management**

Call Customer Service at 855.572.7238 (TTY: 711)