

Frequently Asked Questions

for members of Bright HealthCare & Friday Health Plans

I just found out I'm enrolled with Baylor Scott & White Health Plan. What do I need to do?

Visit 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 must pay your premium prior to January 1, 2023, to activate your coverage. But you have already been enrolled by Healthcare.gov.

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

Baylor Scott & White Health Plan is glad to have you as a member; however, if you prefer to shop for a different plan, you may do so between November 1, 2022, and January 15, 2023. You must enroll by December 15, 2022, for coverage to start January 1, 2023.

To find a new plan:

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

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, visit MyBSWHealth.com, log in and go to Find Care. Or, visit BSWHealthPlan.com/FindProvider. For assistance, please call Customer Service.

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. Visit BSWHealthPlan.com/Marketplace, select ‘Member Resources’ and click ‘Automatic Payment Guide’ under ‘More Resources’ to learn more. Or, here’s a [helpful guide](#) to paying online.

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 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.

- For an eVisit or to schedule a same-day video visit, log in to MyBSWHealth.com, or download the MyBSWHealth app.
- For 24/7 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, visit [MyBSWHealth.com](https://www.MyBSWHealth.com) and click on Find Care. Or, visit [BSWHealthPlan.com/FindProvider](https://www.BSWHealthPlan.com/FindProvider). 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://www.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://www.BSWHealthPlan.com/Marketplace) and click on Member Resources, then scroll down to "Forms and Helpful Links."

Will my ID number change?

Yes; a new ID number will be assigned as of 1/1/2023. You will need to present your new ID card to your provider so they can submit your claim correctly.

Pharmacy & Prescription Drug Questions

Can I find more information specific to my pharmacy coverage?

You may find this information in two ways:

- Call BSWHP Customer Service at 844.633.5325 (TTY: 711) for questions about your prescription drug benefit.
- Visit the website at BSWHealthPlan.com/Marketplace.

Will my ID number change?

- Yes; a new ID number will be assigned as of 1/1/2023. You will need to present your new ID card to the pharmacy so they can submit your claim correctly.

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

You can find your formulary and mail order forms online at BSWHealthPlan.com/Marketplace. Submit mail order forms after January 1st, 2023.

What drugs are covered by my prescription drug plan?

For a list of drugs covered by your pharmacy benefit (drug plan), visit the Pharmacy Information page at BSWHealthPlan.com/IndRX and view the 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 our network.

Will I need to change pharmacies?

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



What pharmacies are in my network?

To locate an in-network pharmacy near you, log in to [MyBSWHealth.com](https://www.mybswhealth.com) and go to Find Care. Or, visit [BSWHealthPlan.com/FindProvider](https://www.bswhealthplan.com/FindProvider).

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.

How can I get my medication(s) delivered to my home?

To fill your prescriptions at the BSW mail-order pharmacy, call toll-free 855.388.3090 or contact OptumRx Home Delivery at 855.205.9182.

If I received authorization for specific prescription drug coverage in 2022, will that authorization still be valid?

No; your prescriber will need to submit a new prior authorization or exception request for 2023 if the medication is on our formulary and has coverage restrictions or if it is not listed on our formulary.

How do I submit a prior authorization or exception request?

On or after 1/1/23, prior authorization or exception requests can be submitted by you, your authorized representative, or your provider. Visit <https://www.bswhealthplan.com/providers/Pages/Pharmacy.aspx#medication-authorization> for information regarding how to submit a pharmacy benefit prior authorization or exception request.

If my drug requires step therapy, and I met a step therapy requirement in 2022, will I be required to meet a step therapy requirement again?

Yes; if the drug is on the formulary and requires a step therapy, you will be required to meet the step therapy requirement, or have your provider submit an exception request for coverage consideration.

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 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 844.633.5325 (TTY: 711).

Member Resources

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.

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.



Questions? Contact Us.

Call Us

Call Customer Service at **844.633.5325**, 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 844.633.5325 (TTY: 711)