



October 27, 2023

## Tier 1 Network Changing to BSW Premier in 2024

Dear Member,

Effective January 1, 2024, our Tier 1 network is changing to the BSW Premier network. Our records indicate that within the past 90 days, you or your covered dependent has received care from a provider that will no longer be in the Tier 1 network starting January 1, 2024.

As you prepare to select your 2024 medical coverage, you should consider transitioning to a new provider in the Tier 1 BSW Premier network to meet your ongoing healthcare needs, **unless** you:

- Are in an acute phase of your illness
- Require ongoing care for any chronic condition or one requiring a special course of treatment from your current provider (see Continuity of Care below)
- Are enrolled in the PPO or HDHP plan in 2024 and wish to continue seeing your provider at the Tier 2 benefit level

### To locate Tier 1 BSW Premier network providers:

- Visit [BSWHealthPlan.com/BSWH](https://BSWHealthPlan.com/BSWH) and use the **2024 Find a Provider** search buttons.
- Call the Care Connect Center at 844.843.3229—option 2 for Care Navigation—for assistance finding providers in the new Tier 1 BSW Premier network.

Monday – Friday 7:00 AM to 9:00 PM  
Saturday – Sunday 9:00 AM to 7:00 PM

### Continuity of Care

If you or your covered dependent have one or more specific, acute medical or behavioral conditions, you may be eligible to continue receiving care from your current provider at the Tier 1 benefit level for a defined period.

To have your treatment reviewed for consideration, fill out the [Transition of Care / Continuity of Care](#) form and submit it between January 1, 2024, and January 30, 2024. You will be notified of the decision by mail.

We appreciate your trust in Baylor Scott & White Health Plan, and we look forward to serving you.

Be safe and well,

Baylor Scott & White Health Plan

Visit the member portal at  
**Member.BSWHealth.com**



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