

Quick Reference Guide

Thank you for being a member! Our priority is to provide you with an exceptional healthcare coverage experience. This Quick Reference Guide is designed to help you get the most out of your plan.

HMO: What You Should Know



At Baylor Scott & White Care Plan, we offer an open-access HMO, which means we do not require you to designate a Primary Care Provider (PCP); however, we encourage you to select and routinely visit a PCP within the network. Your PCP can help manage your healthcare needs, and keeps your out-of-pocket costs low by coordinating your care with in-network specialists.

Finding a Provider



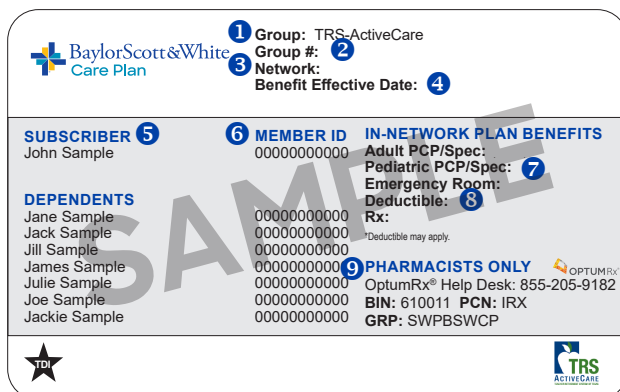
To search for a PCP or other participating doctors or facilities within the Baylor Scott & White Care Plan network, visit BSWHealthPlan.com/TRS and click on Find a Provider. For assistance, please call Customer Service.




TIP: Stay in-network to get the most out of your plan benefits and avoid out-of-pocket costs.

Understanding Your ID Card



Remember to carry your member ID card with you at all times, and bring it with you when you receive care so your doctor can understand your benefit plan. Below is a sample ID card. Information shown on your ID card may vary based on your plan benefits.



		1 Group: TRS ActiveCare 2 Group ID #: 0000000000 3 Network: SWP 4 Benefit Effective Date: 01/01/2020
5 SUBSCRIBER John Sample	6 MEMBER ID 0000000000	IN-NETWORK PLAN BENEFITS Adult PCP/Spec: 0000000000 Pediatric PCP/Spec: 0000000000 Emergency Room: 0000000000 Deductible: 0000000000 Rx: 0000000000 <small>*Deductible may apply.</small>
DEPENDENTS Jane Sample Jack Sample Jill Sample James Sample Julie Sample Joe Sample Jackie Sample	0000000000 0000000000 0000000000 0000000000 0000000000 0000000000 0000000000	9 PHARMACISTS ONLY OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWCP
		

- 1 Group name
- 2 Group ID number
- 3 Network name
- 4 Benefit effective date
- 5 Member name
- 6 Member ID number
- 7 Copays/coinsurance
- 8 Deductible
- 9 Pharmacy/prescription drug info

Important Numbers

Customer Service

844.633.5325 (TTY: 711)

Virtual Care

MyBSWHealth: Download the app or go to MyBSWHealth.com

MDLIVE: 800.718.5082

24-Hour Nurse Line

877.505.7947

Mail Order Pharmacy

855.388.3090

(Baylor Scott & White)

855.205.9182 (OptumRx)

Case Management

Call Customer Service.



Member Resources

Online Member Self-Service Portal

To access your plan information online, go to BSWHealthPlan.com/TRS and click on the Log In button. 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)
- Request help from a nurse Case Manager
- Email customer service through secure messaging
- Manage your preferences
- Find other tools and resources such as Member Rights and Responsibilities and a Notice of Privacy Practices

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

Customized Website—BSWHealthPlan.com/TRS

You can also take advantage of our website, BSWHealthPlan.com/TRS, customized specifically for TRS-ActiveCare members. There, you have access to benefits information for the current and previous benefit year, as well as announcements, information and educational materials that help you get the most from your healthcare experience.



Virtual Care - Telehealth

Visit a doctor without leaving your home or office.

- For 24/7 eVisit or to schedule a same-day video visit, log in to MyBSWHealth.com, or download the MyBSWHealth app.
- For additional telephonic or video visits, call MDLIVE at **800.718.5082**, or download the MDLIVE app.



Urgent and Emergency Care

For urgent care needs visit BSWHealthPlan.com/TRS to locate an in-network urgent care center near you. For a medical or behavioral health emergency, call 911 or go directly to the nearest emergency facility.

NOTE: Freestanding Emergency Rooms are typically considered out-of-network.



Pharmacy/Prescription Drug Benefits

You have access to broad prescription drug coverage, including mail order and specialty pharmacy benefits, through your plan. Please make sure to review any changes to your prescription drugs by visiting the link below or by calling the pharmacy team.

- For more details about your prescription drug plan, including how to find an in-network pharmacy near you, visit BSWHealthPlan.com/TRS.
- 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**.
- 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.
- If you have questions about prescription drugs or your prescription drug benefits, contact Customer Service.



Nurse Advice Line

Need care advice? Do you have health or medication questions? 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!**



Wellness & Community

As an extra member benefit, Baylor Scott & White Care Plan offers specialized medical, behavioral and maternity case management programs. 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. Our case management staff works closely with you and your doctor to help with your medical needs.

For additional support, you have access to online tools like the digital wellness platform which includes a wellbeing assessment, wellness trackers, digital health coaching and a comprehensive library. Utilize your member ID number at [MyBSWHealth.com](https://www.MyBSWHealth.com) to access this feature. Baylor Scott & White Care Plan also offers disease management programs designed to improve the health of members with a variety of chronic conditions. For more information, call **844.633.5325** to speak with a case manager or visit [BSWHealthPlan.com/TRS](https://www.BSWHealthPlan.com/TRS).



Questions? Contact Us.

Call Us

Call Customer Service at **844.633.5325**, Monday through Friday, 7 AM - 7 PM CT (TTY: 711).

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