

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.



Using Your Benefits

Your plan offers access to thousands of in-network providers. The Tier 1 BSWQA network is a great choice for high-quality care at the lowest cost and the only network option for the SEQA and EQA plans, except for urgent/emergency care or when authorization is provided.

While it is not required, we encourage you to select and routinely visit an in-network Primary Care Physician (PCP) to help manage your healthcare needs and coordinate your care with in-network specialists.



Finding a Provider

To search for a PCP or other participating doctors or facilities within your network, visit [BSWHealthPlan.com/BSWH](https://www.BSWHealthPlan.com/BSWH) and select your plan. For assistance, please call Customer Service at 844.843.3229.



Understanding Your ID Card

Remember to carry your member ID card with you at all times. Present it when you receive care so your provider understands your coverage. You may view your ID card online through [MyBSWHealth.com](https://www.MyBSWHealth.com) or the **MyBSWHealth app**.



Member Resources

MyBSWHealth Online Member Self-Service Portal and App

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

- Book a virtual or in-person visit
- Access a digital copy of your BSWHP insurance card
- View your medical plan details, deductible and claims
- Refill and manage prescriptions at BSW pharmacies
- View test results
- Access wellness tips and advice
- Find COVID-19 resources and community support and more

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

Need help?

For questions about your medical or pharmacy coverage, finding a Tier 1 BSWQA provider, scheduling appointments and more – we are here to help. Just follow the prompts based on your needs.

Customer Service

844.843.3229

- *Coverage and Claims*
7 AM to 7 PM,
Monday – Friday
- *Network Navigation*
7 AM to 9 PM,
7 Days a Week

Member Portal

Log in to the member portal at [MyBSWHealth.com](https://www.MyBSWHealth.com) and select the “Member Support” feature from the Insurance & Billing / Baylor Scott & White Health Plan menu options.

More Resources on BSWHealthPlan.com/BSWH

To get the most from your healthcare experience, visit [BSWHealthPlan.com/BSWH](https://www.bswhealthplan.com/BSWH). You'll find:

- Benefits information
- Important announcements
- Educational materials
- Frequently Asked Questions
- Common forms
- Member Rights & Responsibilities
- Notice of Privacy Practices
- Technology and Treatment Assessment policies

Printed copies of documents and language assistance are available by calling Customer Service at 844.843.3229. Additional information that is specific to your plan can be found on the member portal at [MyBSWHealth.com](https://www.MyBSWHealth.com).

BSWH Benefits Website

Visit [BSWHealth.com/Benefits](https://www.BSWHealth.com/Benefits) for detailed information about all your benefit programs including videos, contacts, legal notices, FAQs, Summary Plan Description (SPD) and more.



Virtual Care – Telehealth

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](https://www.MyBSWHealth.com), or download the **MyBSWHealth app**.



Urgent and Emergency Care

To locate an in-network urgent care center near you, visit [BSWHealthPlan.com/BSWH](https://www.BSWHealthPlan.com/BSWH) and select your plan. 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.



Nurse Advice Line

Do you have health or medical questions or need care advice? For non-emergency symptoms and health or treatment questions, call the Nurse Advice Line to speak with a registered nurse. Call customer service and follow the prompts to the Nurse Advice Line—**24 hours a day, 7 days a week!**



Pharmacy/Prescription Drug Benefits

You have access to broad prescription drug coverage, including mail order and specialty pharmacy benefits, through your plan.





- For more details about your prescription drug plan, visit the BSWH Pharmacy Information page at [BSWHealthPlan.com/BSWH](https://www.BSWHealthPlan.com/BSWH).
- 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/BSWH](https://www.BSWHealthPlan.com/BSWH) and select your plan.
- To fill your prescriptions through the mail, call **toll-free 855.388.3090**, Monday through Friday from 7 AM to 7 PM.
- If you have questions about prescription drugs or your prescription drug benefits, contact Customer Service at **844.843.3229**.



Where You Go for Care Matters

Knowing where to go for care may save you time and money.

▼ Most cost-effective care options ▼

 eVisit/video visit	 Primary care provider	 Urgent care	 Emergency room
When it's a common condition and you don't want to leave your home or office or need care after hours or on the weekends	Your first choice for care when it's not an emergency, including same-day appointments	When you need immediate attention, but your provider does not have availability	When you have any condition you believe to be life-threatening
Examples of health issues			
<ul style="list-style-type: none"> • Allergies • Behavioral health assessment • Cold/sinus infection/sore throat • Constipation/diarrhea • Flu • Migraine • Pink eye • Skin condition • Urinary tract infection 	<ul style="list-style-type: none"> • Allergies • Back pain • Bladder infection • Chronic condition • Cold • Constipation/diarrhea • Earache • Flu • Mental health needs • Pink eye • Sore throat • Sprain • Urinary tract infection 	<ul style="list-style-type: none"> • Animal bite • Back pain • Earache • Minor burn • Minor cut that may need stitches • Minor eye injury • Sore throat • Sprain • Urinary tract infection 	<ul style="list-style-type: none"> • Chest pain • Deep cut or wound • Difficulty breathing • Severe burn • Severe head injury • Sudden loss of balance, vision change, facial droop, arm or leg weakness



Questions? Contact Us.

844.843.3229 Monday through Friday, 7 AM - 7 PM CT (TTY: 711).

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