

**Benefits that
work for me.
That's my plan.**



Plan Year 2022-23

Benefits Guide



Dear Member,

Welcome to the Baylor Scott & White Health Plan family! Whether you've been with us for years or are a brand-new member, we're glad you've chosen us as your plan.

As part of the Baylor Scott & White Health family of companies, we are dedicated to offering high-quality health plans, technology and services to meet the needs of everyone we serve. We're here to help you and your family with your healthcare.

You'll find information about your benefits in this guide—and if you have questions, we're happy to answer them.



Got a question?

Our Customer Advocates are ready to help! Whatever your question or concern may be, they will work with you to resolve it as quickly as possible—often before you hang up the phone.

Call us at 844.633.5325

7 AM – 7 PM, M – F

Send a secure message

through the MyBSWHealth member portal. Go to BSWHealthPlan.com/TRS or use your MyBSWHealth app.

COBRA questions

For general/account questions visit MyBenefits.WageWorks.com or call 877.722.2667, 7 AM – 7 PM, M – F

Need advice?

Contact a nurse

If you're not feeling well, nurses are available 24/7 to talk through your symptoms and help you make decisions on next steps, whether that's an appointment or an at-home remedy. The number is on the back of your member ID card.

YOUR MEMBER ID CARD

Your member ID card will be mailed to your home. You can view your card on the MyBSWHealth app and download/print a copy or request a replacement through the member portal at [MyBSWHealth.com](https://www.myswhealth.com).



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|------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | Group: TRS Group #: 00009001 Network: BSW PREMIER HMO Benefit Effective Date: 09/01/2023 |
| SUBSCRIBER John Sample | MEMBER ID 000000000000 | IN-NETWORK PLAN BENEFITS* Adult PCP/Spec: Pediatric PCP/Spec: ER/Urgent: Med Deductible: Out-of-Pocket Max: Rx Ded: |
| DEPENDENTS Jane Sample Jack Sample | 000000000000 000000000000 | *Deductible may apply. Refer to plan document. |
| PHARMACISTS ONLY Pharmacy Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWCP | | |

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

| | |
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| FOR PROVIDERS Electronic Claims: Availity: 94999 Paper Claims: Baylor Scott & White Health Plan ATTN: Claims PO Box 211342 Eagan, MN 55121-1342 Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 888-316-7947 Provider Portal: swpprovider.firstcare.com Card Issue Date: 08/15/2022 | FOR MEMBERS Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Important Information: <ul style="list-style-type: none"> In a medical emergency, call 911 or go to the nearest emergency facility. Customer Service: 844-633-5325 (TTY: 711) Telehealth Options: <ul style="list-style-type: none"> 1. MyBSWHealth app or MyBSWHealth.com 2. MDLIVE app or 800-718-5082 24/7 Nurse Line: 877-505-7947 Self-Service Portal: MyBSWHealth.com To avoid out-of-network costs and provider balance billing, find a provider at BSWHealthPlan.com/TRS |
| CUSTOMER SERVICE: 844-633-5325 • BSWHealthPlan.com/TRS | |

- | | |
|---------------------------------|-----------------------------|
| A Customer service phone number | C Member portal information |
| B 24/7 Nurse Line | D Dedicated TRS webpage |

The ID card shown above is a sample. The exact location of certain elements may vary on your card.

Find a provider

It's easy to find an in-network provider with our provider search tool at BSWHealthPlan.com/TRS or in the MyBSWHealth member portal. You can narrow your search by:

- Provider's name
- Specialty (primary care physician, pediatrician, etc.)
- Type of provider (hospital, urgent care, etc.)
- City or ZIP code

Because you are part of an open-access HMO, referrals are not required to see in-network specialists.

Remember: Your first primary care 'sick visit' is \$0 copay, and primary care for dependents is always \$0 copay.

24/7 care at your fingertips for \$0 copay

MyBSWHealth eVisits and Video Visits

eVisits are online interviews that take about 5-10 minutes; you'll receive a response within one hour. Any prescriptions needed will be sent directly to your preferred pharmacy.

Same-Day Video Visits are scheduled, live conversations with a provider. You'll talk for about 10-15 minutes, then any prescriptions will be sent directly to your preferred pharmacy.

Virtual care powered by MDLIVE

You can also access board-certified doctors and mental health professionals by phone, secure video, or online. To register, visit MDLIVE or call 800.718.5082. Be sure to tell them you're a Baylor Scott & White Health Plan member and have your member ID card available.



MyBSWHealth member portal

With the MyBSWHealth member portal, you can manage your healthcare needs in one place, 24/7.

Inside the portal, you can:

- Find doctors and locations in your network and schedule appointments with ease
- View or print your ID card and benefit plan documents
- Securely communicate with your care team
- View lab results and past visit summaries
- Review and pay bills
- Complete a virtual care visit and get a diagnosis and prescription on your smart phone without leaving home
- View deductible, out-of-pocket max, and claims information
- Transfer or refill prescriptions at BSW pharmacies
- Upload health and fitness data

MyBSWHealth is just one way Baylor Scott & White is making healthcare the way it should be.

Manage your whole family's healthcare

MyBSWHealth makes it easy to keep track of appointments, prescriptions, bills and more for every member of the family—from young children to elderly parents. It's called proxy access.

With proxy access, you can manage care needs for the whole family, all in one place and all conveniently on your favorite mobile device.


HEALTHCARE TO GO

Virtually all of the information in the member portal is available on your phone through the highly rated MyBSWHealth app.

For example, you can view a digital copy of your ID card, see plan details, and track your deductible and out-of-pocket maximum for yourself and your dependents. Use the same user name and password you set up for the member portal to log in to the app. To learn more, visit our website:

BSWHealthPlan.com/TRS.

Be sure to link your account in the app:

1. Tap the gear icon 
(top right corner of app welcome screen)
2. Tap “Manage Linked Accounts”
3. Tap “Link Account”
4. Enter member information



Take charge of your own well-being

Our digital wellness platform, powered by WebMD, provides personalized support for various health conditions and health risks. Log in to MyBSWHealth and click on Wellness to get started today!

WELL-BEING ASSESSMENT

Start with a simple digital health survey that helps you take steps toward a healthier and more vibrant life.

The well-being assessment:

- Provides individualized health scores
- Assigns a level of health risk
- Customizes next steps based upon your responses and level of risk

WELLNESS CHALLENGE

Join a wellness challenge for the motivation to go the extra mile. Challenges encourage sustainable, healthy habits through activities that challenge and boost your well-being, such as:

- **Physical Activity:** Ready! Set! Move!
- **Nutrition:** Five to Thrive
- **Stress:** Stressless
- **Sleep:** Seize the Zzzz
- **Water:** Rethink Your Drink

DAILY HABITS DIGITAL HEALTH COACHING

Stay engaged, track progress and accomplish your well-being goals. Daily Habits offers you a personalized set of activities based on your health information and personal interests. Topics include:

- Nutrition
- Physical Activity
- Stress
- Sleep
- Tobacco

DIGITAL HEALTH LIBRARY

Support a healthier life with:

- Articles
- Videos
- Recipes
- Motivational apps

You can search for condition-specific information or explore other health topics of interest.



BeWell newsletter

This newsletter is packed with information and helpful tips about how to get and stay well. It's emailed four times a year and you'll always find the current issue on the Wellness page at BSWHealthPlan.com/TRS.

Wellness webinars

Did you know BSWHP has health education opportunities you can access from the comfort of home? There's a whole series of topics, from nutrition to happiness, and you can come to one or all. Learn more in the Wellness section at BSWHealthPlan.com/TRS.



Finding help just got easier. Findhelp is a Texas-based platform created to connect all people in need with programs that serve them. You can search for local resources like medical care, food, job training, transportation and more. Organizations in your community are ready to help.

Findhelp is free, private, and easy to use. Search and connect at BSWHealthPlan.findhelp.com.



Nacho ordinary weight loss plan

Wondr is a weight loss program that is clinically proven to help you lose weight, sleep better, stress less, and so much more.

As a Baylor Scott & White Health Plan member, you have access to Wondr – a digital weight loss program that teaches the science of health and nutrition, so you can enjoy the foods you love. No counting calories.

No restrictions. No guilt.

Learn more [here](#) or at BSWHealthPlan.com/TRS.

*Members, spouses, and adult dependents (ages 18 and older) are eligible to apply.

 **wondr**[™]

COMPLEX CASE MANAGEMENT

If you have chronic conditions or complex care needs, our nurse case managers will work with you, your family, and your physician to create and manage your care plan.

Case managers advocate for you and can help you navigate the healthcare system and arrange the services you need. They can also answer questions and help you understand your condition and care plan. If you are enrolled in a Disease Management program, they'll incorporate that program into your care.

MANAGE YOUR HEALTH



DISEASE MANAGEMENT

Six in 10 Americans live with at least one chronic disease, like diabetes, heart disease or cancer.* If you're one of them, our disease management program will empower you to manage your condition and help prevent complications.

We work with your healthcare providers to identify chronic conditions quickly and treat them effectively. We can also identify self-care activities to help you manage your condition at home. Together, we'll work to slow down the progression of your disease and help you maintain or improve your quality of life.

NOTE: There is no additional cost to you for these voluntary programs. It's all part of our goal to help you get the best possible results and the greatest value from your health plan. You can opt-in or opt-out of either Disease Management or Complex Case Management by calling **844.279.7589**.



Maternity Care Management

Helpful tips and assistance during pregnancy and for one year after birth.
Benefits include:

- Access to a nurse 24/7 during pregnancy
- In-home support for high-risk conditions (such as diabetes, hypertension and severe nausea)
- Depression screening following delivery
- Parental education for newborn health during the first year
- Immunization reminders
- Planning for returning to work

Sign up by calling the customer service number on the back of your ID card.

with BSWHP you can...



Say NO to:

- Out-of-pocket costs for preventive care services
- Primary care copays for dependents under age 19
- Waiting for referrals
- Copays for virtual care (MyBSWHealth, MDLIVE and Nurse Advice Line)



Say YES to:

- Wellness – Online coaching, Wondr Health and Maternity Care Management
- Texas-based customer service
- Worldwide emergency care
- Dedicated webpage at BSWHealthPlan.com/TRS
- Claims and benefit information available 24/7

Why integrated care is better care

Sarah took a well-being survey upon enrolling in Baylor Scott & White Health Plan and indicated that she has diabetes. She is then contacted by the health plan's care manager to discuss her care.

TRADITIONAL EXPERIENCE

with other health plans

The **care manager relies on Sarah** to provide her medical history.

Sarah sets up her own appointments. She has to coordinate and communicate her treatment plan with each doctor.

She goes to **multiple patient portals (with multiple usernames and passwords)** to see her test results. She **contacts each doctor's office** for instructions.

Sarah **gives each doctor the information for her local pharmacy** so that prescriptions may be called in.

Sarah logs in to her **insurance company's member portal** – which is **separate from her patient portal(s)** to see how her health plan paid her claims.

Because the care manager does not have access to Sarah's medical records, Sarah has to remember all the details of her treatment to share when the care manager follows up on Sarah's diabetes.

TRADITIONAL HEALTHCARE EXPERIENCE can be cumbersome and disconnected, leaving the patient/member responsible for coordinating their own care and treatment through multiple care locations and informational portals.

INTEGRATED EXPERIENCE

with Baylor Scott & White Health Plan

The **care manager has direct access** to Sarah's care history.

The **care manager sets up doctors' appointments for Sarah.** Her doctors share access to her records and treatment plan.

She goes to **MyBSWHealth.com (one username and password)** for all of her test results and instructions from her doctors in **one convenient location.**

Sarah's **pharmacy information is listed in MyBSWHealth** so her doctors know where to send prescriptions.

With MyBSWHealth, Sarah sees her **Baylor Scott & White Health Plan information in the same portal as her medical information.**

Because the **care manager has access to Sarah's medical records**, she notices an abnormal lab result and contacts Sarah to offer additional support. Following the doctors' recommendations, the care manager **sets follow-up appointments** for Sarah and **educates** her on taking care of herself at home between doctor visits.

INTEGRATED HEALTHCARE EXPERIENCE is simplified by providers who collaborate, systems that communicate, and informed care managers who proactively support the patient/member journey.



844.633.5325

7 AM – 7 PM, Monday – Friday

BSWHealthPlan.com/TRS

Health Maintenance Organization (HMO) products are offered through Scott and White Health Plan dba Baylor Scott & White Health Plan and Scott & White Care Plans dba Baylor Scott & White Care Plan. PPO and EPO products are offered through Baylor Scott & White Insurance Company. Baylor Scott & White Health Plan serves as a third-party administrator for self-funded employer-sponsored plans. Baylor Scott & White Care Plan and Baylor Scott & White Insurance Company are wholly owned subsidiaries of Baylor Scott & White Health Plan and are referred to collectively in this document as Baylor Scott & White Health Plan.

