MyBSWHealth Member Portal User Guide
For Baylor Scott & White Health Plan Members

You’ll find a wealth of online information, resources, and functionality available 24/7* in our MyBSWHealth member portal, accessible from your computer, tablet or mobile device.

What is MyBSWHealth?

MyBSWHealth is a secure, online tool that connects you to your personal health and insurance information, offering self-service features, including:

- ID cards
- Plan benefits
- Find a provider
- Claims, authorizations and deductibles
- Wellness features
- Member support (Live chat and secure messaging, 8 AM to 5 PM, M-F)
- Telehealth options
- And more!

The MyBSWHealth App

In addition to the online member portal experience, you can install the award-winning MyBSWHealth App on your mobile device:

- Text BETTER to 88408, or
- Download MyBSWHealth in the App Store or Google Play

* For most features
Get Started with MyBSWHealth

Step 1
Go to MyBSWHealth.com

Step 2
Returning member? Log in with your username and password, then click SIGN IN to proceed.

- If you forget your username or password, don’t worry. Just click the FORGOT USERNAME or FORGOT PASSWORD links for help.
- Have you linked your Baylor Scott & White Health Plan account? If not, see instructions on page 4. A list of options available once your health plan account is linked starts on page 5 of this guide under Insurance & Billing Options.

New to the Portal?
- Look under the SIGN IN box for “New to MyBSWHealth?” and click CREATE ACCOUNT. You may see the screen below. If you did not receive an activation code, just click NO.
• Enter your mobile number and follow the prompts. If you don’t have a mobile number, click I don’t have a mobile phone.

• Either way, you will arrive at this screen. Enter the information and click CONTINUE to advance from one screen to the next and activate your MyBSWHealth profile.
Link Your Health Plan Account

1. Click SETTINGS in the left menu

2. Click Unlinked Accounts & Devices in the left dropdown menu

3. Click Link Account on the right side of the screen
4. Select Baylor Scott & White Health Plan from the dropdown list

5. Click VERIFY AND LINK

6. You’re done!
   You should see 1 linked, your Baylor Scott & White Health Plan and your member ID.

Now that your MyBSWHealth account is linked with your Baylor Scott & White Health Plan account, you’ll be able to access your ID card, claims information, and much more. A chart showing the options available from the Insurance and Billing menu starts on the next page.

Your MyBSWHealth account is secure, and only you can access your private information.
## Insurance & Billing Options

Chat live with Customer Service when you see this icon (not available on all screens):

<table>
<thead>
<tr>
<th>TAB NAME</th>
<th>AVAILABLE OPTIONS/FUNCTIONS</th>
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</table>
| **Claims** | - List of Claims information for member(s) enrolled in plan  
- Results can be filtered by:  
  - Date of Service  
  - Member  
  - Claim Number  
  - Provider  
  - Status  
- Click Claim Status to see full Claim Details, plus an Explanation of Benefits (EOB) link |
| **Authorizations** | NOTE: This menu option does not display for all plan types  
- List of Authorization information for member(s) enrolled in plan  
- Results can be filtered by:  
  - Date of Service  
  - Member  
  - Referrer  
  - Authorization Number  
  - Alt Number  
  - Type  
  - Admit Type  
  - Approval Letter  
  - Status  
- Click Authorization Status to see full Authorization Details |
| **Deductible** | - Lists various plan details, including:  
  - Member Name  
  - Effective Date  
  - Status  
  - Member Number  
  - Group Number  
  - Family & Individual Deductible  
  - Family & Individual Out-of-Pocket Maximum  
  - Rx Deductible and Out-of-Pocket Maximum  
  - Progress toward reaching Maximums |
| **Plan Benefits** | - Listing of In-Network Copays and Other Copays  
- Detailed Explanation of Coverage and usage progress for current year  
- Link to detailed Pharmacy Benefits  
- Link to downloadable Benefits Documents |
### ID Card
- Displays an image of your **Member ID Card**. This image file can be downloaded as a PDF and printed for use as a temporary ID card
- **Request New ID Card**—verify the address and click **Submit Request**

### Invoices & Payments
*This menu option only displays if you are directly invoiced for your plan*
- Current premium: amount and due date
- Links to **Invoice Details**, **Payment Options** and **Pay Online**
- Listing of all invoices, searchable by **Date Range**, or by **Date Range** plus **Invoice Number, Account ID** or **Account Name**

### Documents and Resources
- Online repository for member documents (i.e. **Member Handbook**, **Formulary**, **Member Rights and Responsibilities**, **Notice of Privacy Practices**, etc.)

### Member Support
- Create a new **Request for Support** from Customer Service, 8 AM to 5 PM, Monday - Friday:
  - Through the secure messaging feature (please allow two business days for a response)
  - Through the live chat feature (look for the **chat icon** in the lower right of the screen when this option is available)

### Other Coverage
- List of additional insurance coverage

### Wellness
- Includes links to wellness programs and educational resources

## Additional Features
In addition to your health plan information, you have access to the other great features of MyBSWHealth, including:
- Schedule appointments
- View test results
- Pay bills
- Send secure messages
- Receive care with an eVisit or Same-Day Video Visit

[Learn more here](#)

## Questions?
If you have any questions about accessing MyBSWHealth, call the Technical Help Desk at 855.691.0180, 7 AM – 6 PM, Monday - Friday. For questions about your health plan, please call the Customer Service number on your member ID card.