



Baylor Scott & White  
Care Plan

BSW Be Well™  
with diabetes

# Frequently Asked Questions



## Pilot program

### **What is the BSW Be Well™ with Diabetes program?**

Our wellness program provides coaching support to help improve the health of members with Type 2 diabetes. The goal of the program is to educate and assist members in managing their diabetes, reducing complications, and eliminating their costs for covered diabetes medication and supplies.

### **Who is eligible to participate?**

If you are a Bell County employee or dependent with benefit coverage through Baylor Scott & White Care Plan, and are at least 18 years old with Type 2 diabetes, you may apply for the program.

### **What do I get if I participate in the program?**

You get additional support for managing your condition. If you apply and complete the initial health activities, your copays for covered diabetes medications and testing supplies will be waived (\$0 copayments) for up to a year. You will be eligible for a free blood glucose monitor and the mySugr app to help track your blood sugar. You will be referred to a BSW Be Well™ coach for 10 virtual sessions to help you meet your health goals. You can also speak with a clinical pharmacist in our program to help answer questions about your medications.

### **If more than one covered member of my household is diabetic, can they all participate?**

Yes. All eligible members may apply for the program.

### **I already work with a diabetes educator or a care manager. Will that stop if I participate?**

No. **BSW Be Well™ with Diabetes** will supplement your other healthcare providers' efforts to help you improve quality of life while living with diabetes.

## When does the program begin?

Eligible members and dependents can apply for the program that begins January 1. Applications must be submitted by the deadlines below:

Enroll by*	Program begins
December 15	January 1

\*You may enroll up to December 31; however, if you meet qualifications, copay waivers may not be effective until after January 1.

## How do I get started?

### Step 1: Enroll

Complete and submit the application form online at [BSWHealthPlan.com/BeWell-Diabetes](https://BSWHealthPlan.com/BeWell-Diabetes), OR

Download the form and email the completed form to [BSWHPDiabetesProgram@BSWHealth.org](mailto:BSWHPDiabetesProgram@BSWHealth.org)

### Step 2: Complete or schedule these initial health requirements by the date the program begins – January 1

- ▼ Provider visit
- ▼ Hemoglobin A1C test
- ▼ Lipid panel/cholesterol tests
- ▼ Urine test for protein

Visits or tests completed within the 12 months prior to the program start date will qualify. You are responsible for copays and other costs associated with your provider visit and lab work.

If your provider and lab work **are NOT done in a Baylor Scott & White clinic or facility**, your provider should fax your lab results and documentation of your visit to [254.298.6187](tel:254.298.6187) or email to [BSWHPDiabetesProgram@BSWHealth.org](mailto:BSWHPDiabetesProgram@BSWHealth.org).

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## How were the initial requirements determined?

The American Diabetes Association and American Association of Clinical Endocrinologists set these standard guidelines for excellent care of Type 2 Diabetes.

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## What if I haven't had some of the required tests? Do I need to wait to submit my application form until I have completed the tests?

No. You can submit your application form to get the process started; however, required tests must be completed or scheduled by the date the program begins – January 1. If you miss the deadline, another application window will open in 6 months.

## What if I am having trouble getting an appointment to get the required lab work?

Ask your provider to schedule the labs or appointment for you. If you need additional assistance, reach out to BSW Case Management at [CaseManagement@BSWHealth.org](mailto:CaseManagement@BSWHealth.org).

## How do I let you know that I've completed the initial health activities?

- ▼ If your provider visit and lab work **ARE done at a Baylor Scott & White clinic or facility**, your results will be available to us automatically. You can document your provider visit and lab work on the application form. Any updated requirements can be emailed to [BSWHPDiabetesProgram@BSWHealth.org](mailto:BSWHPDiabetesProgram@BSWHealth.org).
- ▼ If your provider visit and lab work **ARE NOT done at a Baylor Scott & White clinic or facility**, your provider should fax your lab results and documentation of your visit to [254.298.6187](tel:254.298.6187) or email to [BSWHPDiabetesProgram@BSWHealth.org](mailto:BSWHPDiabetesProgram@BSWHealth.org).

## How will the coaching sessions take place? Where do I find the Healthie App?

Coaching sessions are provided virtually. You will meet with your coach through the Healthie App after the program begins. You can download the Healthie App from Google Play, the App Store or access it at [GetHealthie.com](http://GetHealthie.com).



## Where do I go to get my medication and testing supplies?

You can fill your prescriptions for covered medication(s)/supplies at the pharmacy you currently use or any network pharmacy.

## What medications qualify for \$0 copays with the BSW Be Well™ with Diabetes program?

See the list of covered medications and supplies in the Formulary under “Diabetes - Antidiabetic agents, Diabetes - Glucose monitoring, Diabetes - Glycemic agents and Diabetes - Insulins.” The formulary can be found under the pharmacy information tab at [BSWHealthPlan.com/BellCounty](https://BSWHealthPlan.com/BellCounty). *Note: You will need a prescription for the supplies in order for them to be covered.*

## Will I need any special identification to get my medications and supplies for a \$0 copay?

No. Your pharmacy coverage will be updated automatically. There is not a separate [BSW Be Well™ with Diabetes](#) member card.

## After I’m enrolled in the program, do I have to pay for eligible medications and testing supplies up front and be reimbursed?

No. The \$0 copay will be applied at the pharmacy. You will not need to submit a claim form to request any reimbursement.

## Is there an annual limit on the amount of my diabetic medications and supplies I can receive at \$0 copay?

No. There is no annual limit. Your medications and supplies will be filled at their usual 30- or 90-day supplies.

## I have another question that is not on this list. Who do I ask?

Call Baylor Scott & White Care Plan Pharmacy  
Customer Service at **800.728.7947**.



[BSWHealthPlan.com/BeWell-Diabetes](https://BSWHealthPlan.com/BeWell-Diabetes)