

# Quick Reference Guide

Live well Premium and Live well HDHP plans for out-of-state members

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.



## Finding a provider

Your plan offers access to thousands of in-network providers through the UnitedHealthcare national network.

To search for a PCP or other participating doctors or facilities within your network, visit **BSWHealthPlan.com/BSWH** and select your plan.

Need a behavioral health provider? Try Lyra. Lyra Health is an extension of the BSW behavioral health network available in the **MyBSWHealth app**.



Get started with Lyra today by scanning the QR code.



## 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 also view your ID card online through **MyBSWHealth.com** or in the **MyBSWHealth app**.

## Need help?

For questions about your medical coverage, finding in-network providers, assistance with care management needs and more—we are here to help by phone and virtually.

### Care Connect Center

844.843.3229, option 4  
7 AM to 7 PM, Monday – Friday

### Self-Service Tools

Log in to the member portal at **MyBSWHealth.com**.

### • Chatbot and Live Chat





8 AM to 5 PM, Monday – Friday

### • Message Us

Go to the “Member Support” feature from the Insurance & Bill Pay / Baylor Scott & White Health Plan menu options.

### Pharmacy/Prescription Questions

Contact Rightway at 866.987.5735 or email [rwrx@RightwayHealthcare.com](mailto:rwrx@RightwayHealthcare.com), 24 hours a day, 7 days a week.

					
<b>SUBSCRIBER</b> ①	<b>MEMBER ID</b> ③	<b>LIVE WELL PREMIUM IN-NETWORK MEDICAL</b> ⑤			
JOHN SAMPLE	SMPL0001				
<b>DEPENDENTS</b>					
JANE SAMPLE					
JIMMY SAMPLE					
		Primary: \$45 Specialist: \$60 Urgent: \$45 Emergency: \$500 + 20% waived if admitted Medical Ded (Ind): \$2,000 Medical Ded (Fam): \$4,000 OOP Max (Ind): \$5,000 OOP Max (Fam): \$10,000			
		<b>IN-NETWORK PHARMACY</b>  rightway BIN: 610862 PCN: RWRX Group: 50070 Generic: \$7 Preferred: \$40 Non-Preferred: Lessor of \$60			

<b>PROVIDERS</b> ⑧	<b>MEMBERS</b> ⑨
UnitedHealthcare Shared Services	<ul style="list-style-type: none"> <li>Medical Member Services: 844-843-3229 (TTY: 711)</li> <li>Self-Service Portal: MyBSWHealth.com</li> <li>Find a Provider: BSWHealthPlan.com/BSWH</li> <li>24/7 Nurse Line: 800-724-7037</li> <li>Pharmacy Member Services: 866-987-5735</li> </ul>
<b>UHSS Grp#:</b> 78-800258	
<b>Website:</b> <a href="http://uhss.umr.com">uhss.umr.com</a>	
<b>Phone:</b> 888-830-0179	
<b>Medical Claims:</b> EDI # 39026, UHSS PO Box 30783 Salt Lake City, UT 84130-0783	Possession of this card does not guarantee coverage. In a medical emergency, call 911 or go to the nearest emergency facility.
<b>Pharmacist Services:</b> 888-665-1992	

- ① Member name
- ② Member number
- ③ Group name
- ④ Provider network
- ⑤ Plan type
- ⑥ Copays/coinsurance

- ⑦ Pharmacy copays
- ⑧ UnitedHealthcare Shared Services
- ⑨ Member services



## Teladoc® Health virtual care

Visit a doctor without leaving your home or office. Urgent care and behavioral health services are available 24/7/365. Get care at **TeladocHealth.com**, call 1-800-TELADOC or download the Teladoc app. For assistance, please call the Customer Service telephone number on the back of your member ID card.

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## Case management

Our comprehensive Case Management Programs provide you with specialized and dedicated support to meet your individualized needs in areas such as medical, behavioral health, and maternal/newborn (including behavioral health). Case management is one of the many benefits available to you at no cost as a health plan member.

Case management is voluntary, and you may choose to participate or opt out at any time. Our nurses, social workers, and support staff are here to help you:

- Get care, services, equipment and medications
- Understand and manage your health conditions
- Understand and make the most of your benefits
- Get help with authorizations and referrals
- Find programs and community resources for things your insurance does not cover

Self-refer for case management through the Care Connect Center or email the Case Management Department directly at **HPEmployeePlanCaseManagement@BSWHealth.org**. Include your name, member ID number, phone number and the specific type of support you need.

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## Understanding the prior authorization process

The prior authorization process is a requirement by health plans where providers must obtain approval from your plan before performing certain medical services or procedures, or prescribing specific medications.

- When required, your provider will submit a formal request to us that includes relevant patient information, medical necessity documentation, and the specific services being requested. Once received, we will determine whether it meets the guidelines for coverage.
- This review process can take up to 15 days for medical and 72 hours for pharmacy requests. (Urgent requests: 72 hours for medical, 24 hours for pharmacy.)
  - If approved, the provider can proceed with the treatment.
  - If denied, the patient or provider may appeal the decision.
- The goal is to ensure that the proposed treatment is medically necessary and in line with our policies.
- Be sure to check with your provider to confirm approval is on file before proceeding with your procedure.



## MyBSWHealth online member self-service portal and app

Visit **MyBSWHealth.com** and sign up and/or log in to the member portal to:

- Access a digital copy of your BSWHP insurance card
- View your medical plan details, deductible and claims
- Access Rightway to view your pharmacy benefits
- Access wellness tips and advice

You'll need to link your health plan account to access some features. Visit **BSWHealthPlan.com/BSWH** for information on how to link your account.



You can also download the **MyBSWHealth app** to access member information right from your phone, available on both the App Store and Google Play. Scan the QR code to get started.



## Pharmacy/prescription drug benefits

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

- For more details about your prescription drug plan and to locate an in-network pharmacy near you, visit **JoinRightway.com/BSWH**.
- Rightway partners with Walgreens mail-order and specialty pharmacies to provide convenient mail-order prescription delivery to employees located outside the state of Texas.
- Contact the Rightway team at **866.987.5735**—24 hours a day, 7 days a week—with any questions about your pharmacy benefits.



## Member resources on BSWHealthPlan.com/BSWH

For additional resources, visit **BSWHealthPlan.com/BSWH**, where 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 the Care Connect Center at **844.843.3229**. Additional information that is specific to your plan can be found on the member portal at **MyBSWHealth.com**.

### BSWH Benefits Website

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