

# **BSW ACCESS PPO**

## 2025 Member Guide



# Hello!

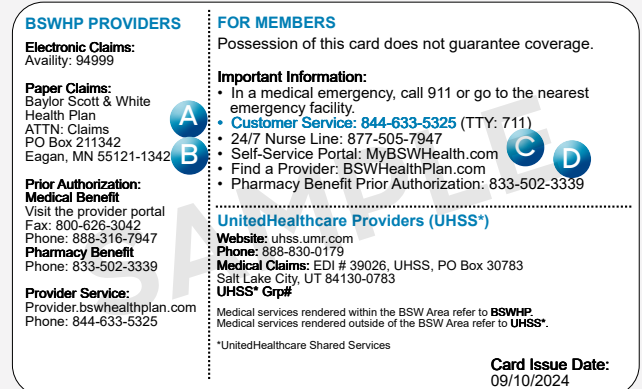
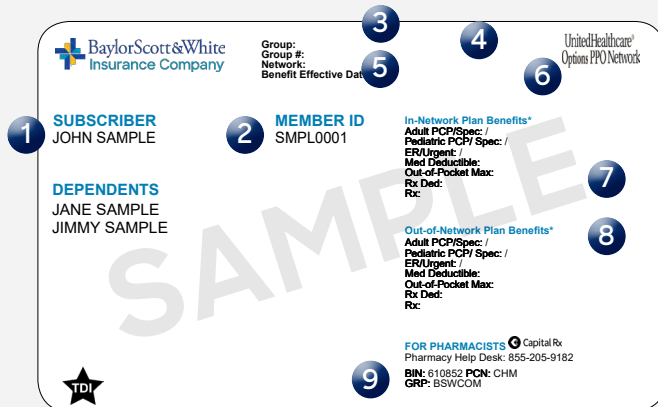


This is your new Baylor Scott & White Health Plan member guide. In it, you'll find information about your healthcare benefits, tips on how to use them and more. If you can't find what you need in these pages, see below for a list of ways you can get in touch with us. Here's to a healthy you!

FOR INFORMATION ABOUT...	CONTACT	AT	WHEN
<ul style="list-style-type: none"><li>• Your benefits</li><li>• A medical bill</li><li>• Finding a provider</li><li>• Anything related to your health plan</li></ul>	Customer Service	<b>Phone:</b> 844.633.5325 <b>Secure Message:</b> through MyBSWHealth member portal or MyBSWHealth app	7 AM - 7 PM, M-F
<ul style="list-style-type: none"><li>• Virtual care</li></ul>	MyBSWHealth	MyBSWHealth.com or MyBSWHealth app	24/7
	Teladoc	844.633.5325 or TeladocHealth.com	24/7
<ul style="list-style-type: none"><li>• Symptoms you're experiencing</li></ul>	Nurse Line	Number on back of ID card	24/7
<ul style="list-style-type: none"><li>• Prescriptions</li><li>• Your deductible</li><li>• Your out-of-pocket maximum</li><li>• Information from Baylor Scott &amp; White providers</li></ul>	MyBSWHealth	MyBSWHealth.com or MyBSWHealth app	24/7
<ul style="list-style-type: none"><li>• Mail order pharmacy</li></ul>	Optum Home Delivery	833.502.3339, Option #1	24/7
<ul style="list-style-type: none"><li>• Specialty pharmacy</li></ul>	BSW Specialty Pharmacy	844.288.3179	8 AM - 6 PM, M-F 9 AM - 5 PM Sat
	Optum Specialty Pharmacy	833.502.3339, Option #2, or SpecialtyOptumRx.com	24/7

# Your member ID card

**Important:** Show your new card to your providers – even if you were a Baylor Scott & White Health Plan member last year. Your ID number or other information may have changed, and your provider needs your current information to check your coverage and bill the correct amount.



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

- A Customer service phone number
- B 24/7 Nurse Line
- C Member portal information
- D BSWHP website

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.

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



# Get the care you need

## Choose from a broad range of BSW Access PPO in-network providers

Or you can go to [BSWHealthPlan.com/FindProvider](https://www.bswhealthplan.com/FindProvider) and:

1. Click on the “Employer Group Networks” tab
2. Choose “BSW Access PPO” from the chart
3. Start your search
4. For UnitedHealthcare providers, click the link just above the map in the search tool

*Referrals are not required to see network specialists.*



## BSW Access PPO service area

When accessing care within the Baylor Scott & White Health Plan service area—the 141 Texas counties shown in yellow—you must visit a Baylor Scott & White Health Plan network provider to receive in-network benefits.

Andrews	Collin	Fisher	Irion	Milam	Somervell
Armstrong	Collingsworth	Floyd	Johnson	Mills	Stephens
Austin	Comal	Freestone	Jones	Mitchell	Sterling
Bailey	Comanche	Gaines	Kent	Moore	Stonewall
Bastrop	Concho	Garza	Kimble	Motley	Sutton
Bell	Coryell	Glasscock	King	Navarro	Swisher
Bexar	Cottle	Gray	Knox	Nolan	Tarrant
Blanco	Crane	Grayson	Lamb	Ochiltree	Taylor
Borden	Crockett	Grimes	Lampasas	Oldham	Terry
Bosque	Crosby	Guadalupe	Lee	Parmer	Throckmorton
Brazos	Dallam	Hale	Leon	Pecos	Tom Green
Brewster	Dallas	Hall	Limestone	Potter	Travis
Briscoe	Dawson	Hamilton	Lipscomb	Randall	Upton
Brown	Deaf Smith	Hansford	Llano	Reagan	Walker
Burleson	Denton	Hartley	Loving	Reeves	Waller
Burnet	Dickens	Haskell	Lubbock	Roberts	Ward
Caldwell	Donley	Hays	Lynn	Robertson	Washington
Callahan	Eastland	Hemphill	Madison	Rockwall	Wheeler
Carson	Ector	Hill	Martin	Runnels	Williamson
Castro	El Paso	Hockley	Mason	San Saba	Winkler
Childress	Ellis	Hood	McCulloch	Schleicher	Yoakum
Cochran	Erath	Houston	McLennan	Scurry	
Coke	Falls	Howard	Menard	Shackelford	
Coleman	Fayette	Hutchinson	Midland	Sherman	



Outside the yellow counties, in Texas and across the United States, you can see providers in the UnitedHealthcare Options PPO network and receive in-network benefits.

*Because your plan is a PPO, you may visit providers that are not part of either network; however, you will pay a higher cost share for those services.*



# Baylor Scott & White Health Plan + UnitedHealthcare

## = NATIONWIDE COVERAGE FOR YOU



As a BSW Access PPO member, you have access to in-network providers in **BOTH** the Baylor Scott & White Health Plan (BSWHP) and UnitedHealthcare (UHC) networks.

### What you need to know:

1. Your health insurance company is Baylor Scott & White Health Plan. When asked for your insurance company's name, your answer should be "Baylor Scott & White Health Plan."
  2. Which providers are in-network depends on where you are.
    - **Inside the BSWHP service area:** If you are looking for care within the BSWHP service area, you'll need to use BSWHP providers.
    - **Outside the BSWHP service area:** You can see providers in the UnitedHealthcare Options PPO network. When seeking services outside the BSWHP service area, confirm that the provider participates in the UnitedHealthcare Options PPO network to receive in-network benefit coverage.
    - **Anywhere:** Our Find a Provider tool will help you find the right provider for you, wherever you are. Because your plan is a PPO, you may also visit out-of-network providers, but you'll pay more for their services.
- Your provider is required to check your eligibility. There are phone numbers on the back of your ID card they can call, or they can use the online systems.
  - Claims and other paperwork are handled through BSWHP. You'll also find information in our member portal, MyBSWHealth.
  - If you have questions or need help, you should contact BSWHP. Connect with us through the MyBSWHealth member portal or call us at 844.633.5325.

# Healthcare on the go

Baylor Scott & White Health Plan members have two options for virtual care: BSWHealth and Teladoc.



If you need care but it's not an emergency, virtual care could be just what the doctor ordered. You can get care from the comfort of home or wherever you are. If you need a prescription, it will be sent to the pharmacy you choose. (If it is an emergency, call 911 or go to the nearest Emergency Room.)

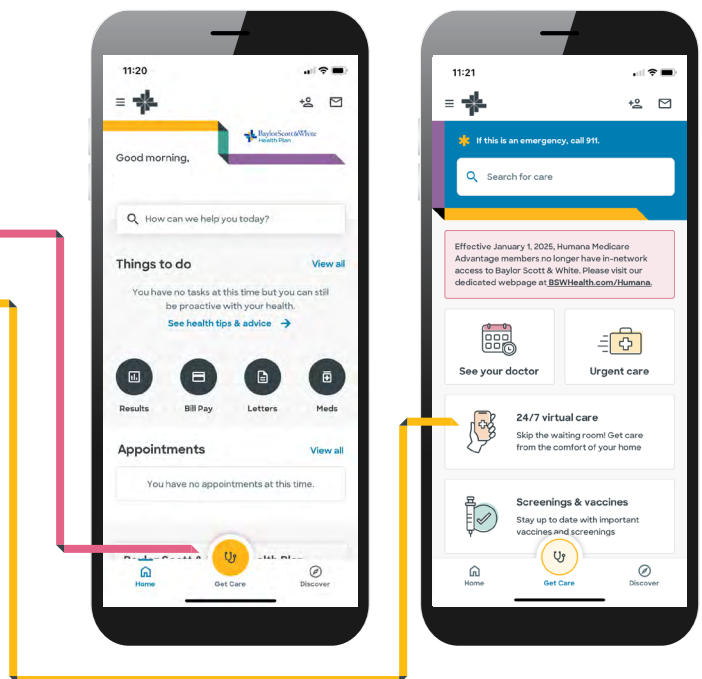
## MyBSWHealth

You can get care through MyBSWHealth anywhere in Texas for things like seasonal allergies, cold and flu, bladder infection (UTI), stomach issues, and more. Make sure your Baylor Scott & White Health Plan account is linked: [My.BSWHealth.com/LinkedAccounts](https://My.BSWHealth.com/LinkedAccounts).

- Online: [MyBSWHealth.com](https://MyBSWHealth.com)
- App: Download at [MyBSWHealth.com/download](https://MyBSWHealth.com/download) or text "BETTER" to 88408

### How to access care:

1. Open the MyBSWHealth app or website
2. Select "Get Care" at the bottom of the home screen
3. Choose 24/7 virtual care
  - Start an eVisit right away **OR**
  - Make an appointment for a 24/7 Care Video Visit with an on-call provider.



More options next page.

## Teladoc

You can access urgent care and behavioral health services through Teladoc anywhere in the US (including Texas).

### Feeling crummy?

With a same-day virtual visit you can talk to a licensed provider by phone or video for common conditions like sinus problems, allergies, flu symptoms and much more.

### Overwhelmed? Anxious? Depressed?

Private therapy is available. You can choose a therapist or psychiatrist who fits your needs. You can also select a time that works best for you. Therapists and psychiatrists are available seven days a week from 7:00 AM to 9:00 PM.\*

### To register, call 1.800.TELADOC (1.800.835.2362).

Be sure to have your member ID card handy when you call.

### After registration, you can access care:

- By phone: 1.800.835.2362
- Online: [TeladocHealth.com](https://www.TeladocHealth.com)
- In the Teladoc app

*\*Mental health care is available for members ages 13-plus.*



# MyBSWHealth member portal

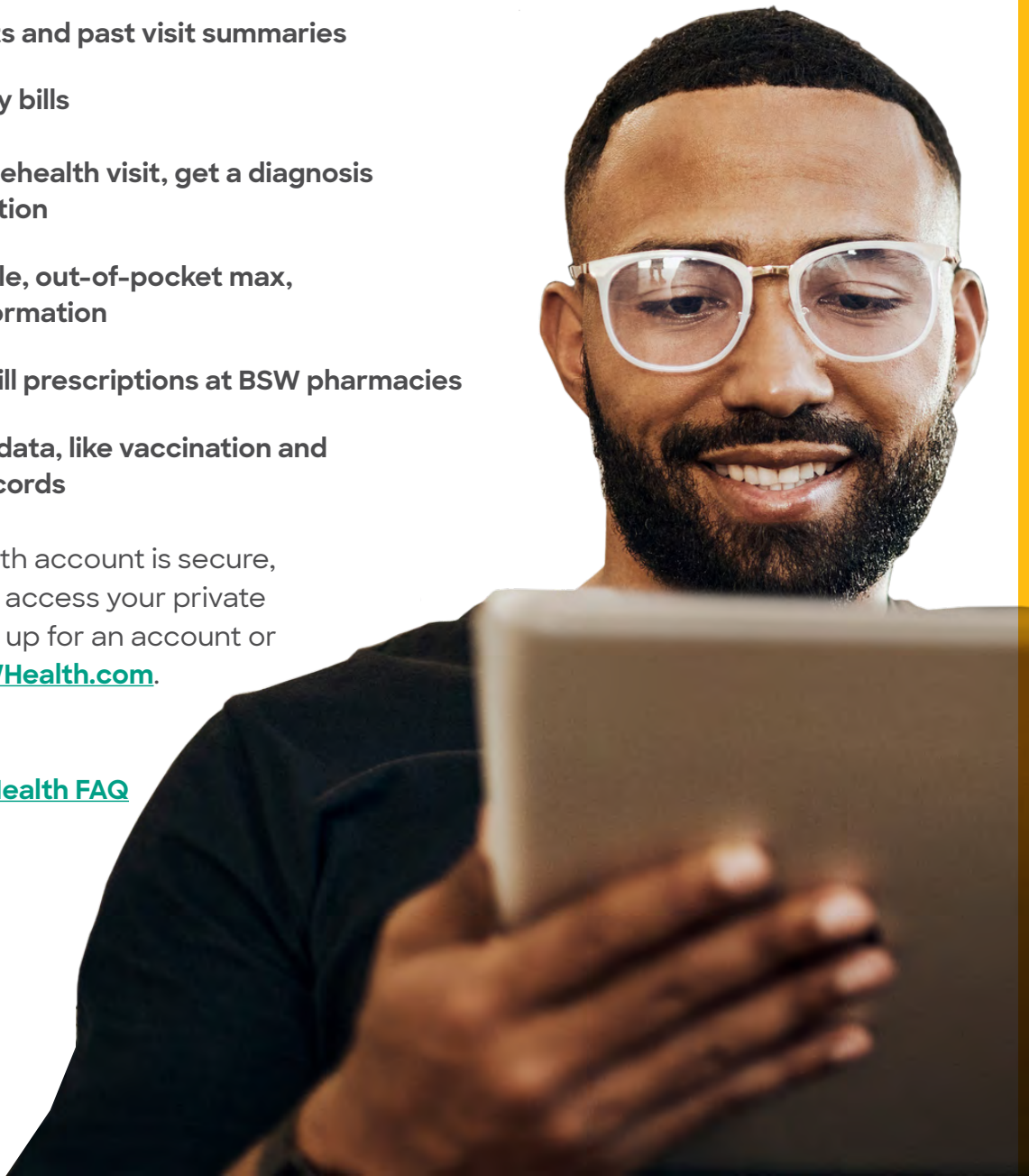
Whether you need care now, need a prescription refilled or want to see test results, you can use MyBSWHealth to connect with the resources you need to stay well—24 hours a day, 7 days a week. Inside the portal, you can:

- **Get help finding care**
- **View or print your ID card**
- **See benefit plan documents**
- **Communicate with your care team**
- **View lab results and past visit summaries**
- **Review and pay bills**
- **Complete a telehealth visit, get a diagnosis and a prescription**
- **View deductible, out-of-pocket max, and claims information**
- **Transfer or refill prescriptions at BSW pharmacies**
- **Upload health data, like vaccination and medication records**

Your MyBSWHealth account is secure, and only you can access your private information. Sign up for an account or sign in at [MyBSWHealth.com](https://www.myswhealth.com).

## **Questions?**

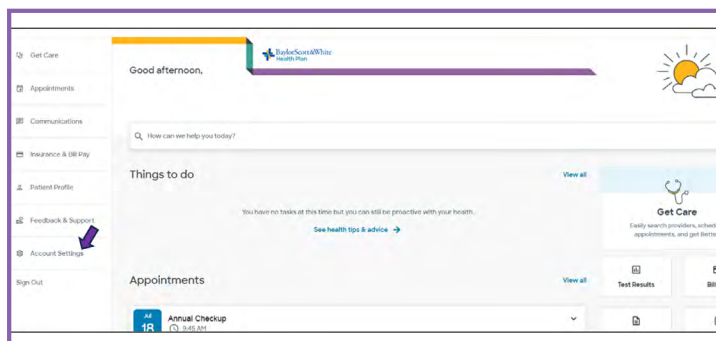
See the [MyBSWHealth FAQ](#) for answers.



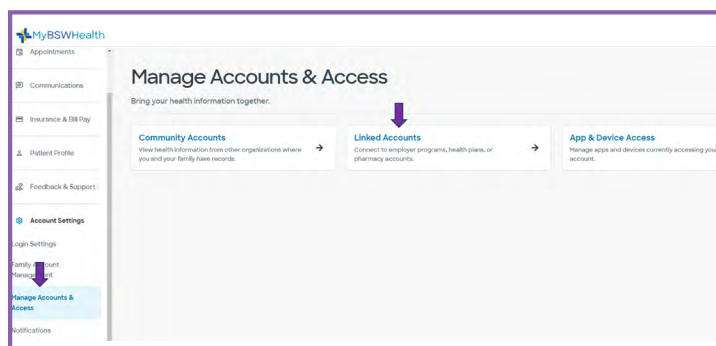


# Link your health plan account to your member portal

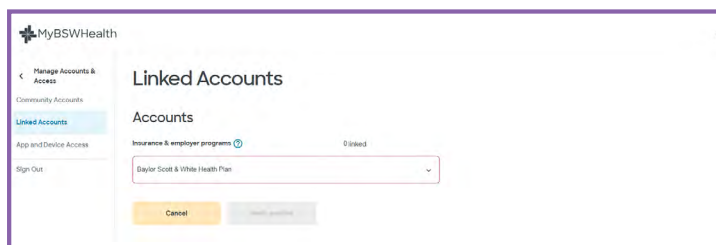
**Step 1.** Click **ACCOUNT SETTINGS** in the left menu



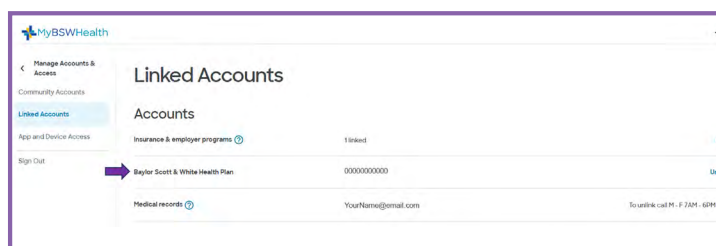
**Step 2.** Click **MANAGE ACCOUNTS & ACCESS** in the dropdown menu, then click **LINK ACCOUNT** in the middle box on the screen



**Step 3.** Select **BAYLOR SCOTT & WHITE HEALTH PLAN** from the dropdown list, then click **VERIFY AND LINK**



**Step 4. YOU'RE ALL DONE!** You should see 1 linked, Baylor Scott & White Health Plan and your member ID.



Your MyBSWHealth account is secure, and only you can access your private information.

# The power to manage your whole family's healthcare.

MyBSWHealth makes it easy to schedule and 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.

[Learn more about proxy access and how to set it up.](#)

## MyBSWHealth App



Take your member portal information with you in the MyBSWHealth app. Download it today and take a hands-on approach to your healthcare.



# Pharmacy Benefits

When you need a prescription filled, you can use your pharmacy benefits at pharmacies nationwide, including most national chains and many local pharmacies.

## Find an in-network pharmacy near you:

Log in to [MyBSWHealth.com](https://www.MyBSWHealth.com) and click Find Care

OR

Use the Find a Provider link on [BSWHealthPlan.com](https://www.BSWHealthPlan.com)

## Prescription drug benefit questions:

**800.728.7947** M - F, 8:30 AM - 5:30 PM

View your list of covered prescription drugs (formulary), access all pharmacy resources and learn more about your drug plan at [BSWHealthPlan.com/Pharmacy](https://www.BSWHealthPlan.com/Pharmacy)

## To have your prescriptions delivered to your home:

Optum Home Delivery  
833.502.3339, Option #1  
OR use the mail order form at [BSWHealthPlan.com/Pharmacy](https://www.BSWHealthPlan.com/Pharmacy)

## To fill your specialty prescriptions:

BSW Specialty Pharmacy:  
844.288.3179

Optum Specialty Pharmacy:  
833.502.3339, Option #2



## Prescription Drug Tools and Cost Calculator

Log in to your MyBSWHealth member portal at [MyBSWHealth.com](https://www.MyBSWHealth.com) and select “Pharmacy Benefits” under the Baylor Scott & White Health Plan menu.

In the prescription drug tools you can:

- View your pharmacy claims history
- Check the costs of your medications
- Look up drug coverage (formulary)
- Find in-network pharmacies
- Get started with Optum Home Delivery and Optum Specialty pharmacy

# Do generic drugs really work as well as name brands?

**Yes.** Even though they may look different, generics have the same key ingredients as their brand-name counterparts, and often cost less. Many generic drugs are even made in the same manufacturing plants as the brand-name version. The FDA's Office of Generic Drugs follows a rigorous review process to make sure that a brand-name medication and its proposed generic equivalent:

- Contain the same active/key ingredient;
- Have the same strength;
- Use the same dosage form (for instance, a tablet, capsule, or liquid); and
- Use the same route of administration (for instance, oral, topical, or injectable).

*Talk to your doctor about whether a generic medication is right for you.*







## **#WebinarWednesdays**

Join the BSW Be Well team at 11 AM CT on the first Wednesday of every month for a free online session. Each month brings a new topic to help you live healthier and happier. Come to one or all—and if you miss one, they're available on demand for a limited time.

Learn more on the [Webinars page](#) at BSWHealthPlan.com.

## **Be Well newsletter**

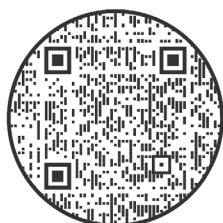
This newsletter is packed with information and helpful tips about how to get and stay well. It's emailed four times a year, and you'll always find the current issue on the [Wellness page](#).

## **WebMD: Wellness at Your Side**

Get personalized support to live well through our digital wellness platform. With Wellness at Your Side, WebMD's standalone app, a healthier lifestyle is always at your fingertips. Check out features like:

- Well-being assessment. A simple, digital survey to help explain your current health status and offer personalized recommendations for how to improve it.
- Wellness media library. Podcasts, videos—including yoga and other exercise videos—healthy recipes and more!
- Wellness challenges. Join an individual or team challenge to boost your well-being in areas like physical activity, nutrition, sleep and more.

Download the WebMD Wellness At Your Side (WAYS) app and get started today!



**Google Play**



**Apple Store**

Making positive change for your health can be difficult, but you don't have to do it alone.



Our **BSW Be Well Coaching** program offers a meaningful, one-on-one experience tailored to fit your needs and help you to achieve your personal best. Choose from Nutrition Management, Stress Management or Tobacco Cessation programs. Learn more at [BSWHealthPlan.com/Be Well-Coaching](https://www.bswhealthplan.com/BeWell-Coaching).



## Things to do:

- ✓ Sign up for Wondr™
- ✓ Drop the diet mindset
- ✓ Focus on fun

With Baylor Scott & White Health Plan, you have access to Wondr, a digital weight-loss program available at no cost to you.\* Wondr goes beyond diet fads to teach you science-based skills so you can enjoy your favorite foods and activities while improving your overall health.

Get started today.

Learn more at [wondrhealth.com/BSWHealthPlan](https://wondrhealth.com/BSWHealthPlan)



# wondr™


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



# 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

A pregnant woman with long brown hair is sitting on a grey couch. She is wearing a light grey long-sleeved sweater and brown pants. She is smiling and looking down at a strip of three ultrasound photos that she is holding with both hands. The photos show different stages of a fetus. The background is a plain light grey wall. There are decorative colored shapes on the left side of the image: a yellow triangle pointing right and a teal triangle pointing left.

To learn more or sign up for Maternity Care Management, send an email to [HPMaternityCaseManagement@BSWHealth.org](mailto:HPMaternityCaseManagement@BSWHealth.org) or call the number on the back of your ID card.



A woman with dark skin and curly hair, wearing a white tank top, is shown in profile from the chest up. She is holding a white inhaler to her mouth with her right hand and appears to be using it. The background is a solid purple color.

# Disease Management

Disease management empowers you, working with your healthcare providers, to manage chronic conditions and prevent complications. Programs are available for members with asthma, breathing trouble (such as bronchitis, emphysema), diabetes, heart problems and many other conditions.

Our health coaches may contact you to invite you to participate in one of these programs when we see an insurance claim with one of these conditions. You can opt in or opt out of the program by calling 888.360.1555.

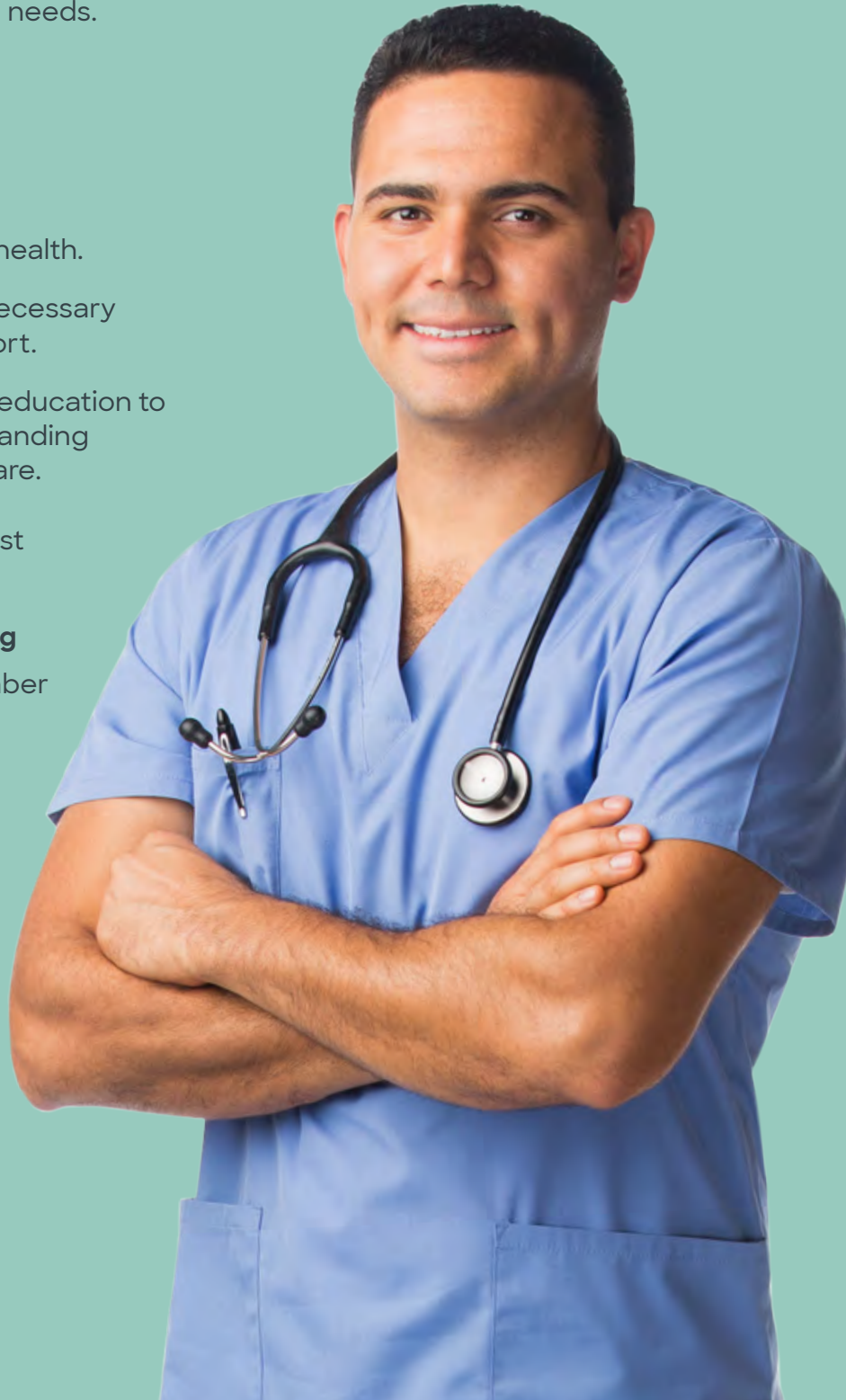
# Case Management

If you or one of your dependents is diagnosed with complicated health problems, case managers are available to help. A nurse case manager will work with you, your family and the physician to create a plan to meet your ongoing complex care needs.

## Case managers:

- Advocate for you.
- Help you set goals and make a personal plan to improve their health.
- Assist with arrangements for necessary services and community support.
- Answer questions and provide education to help you have a better understanding of your condition and plan of care.

For more information, or to request a Case Manager, please email **[CaseManagement@BSWHealth.org](mailto:CaseManagement@BSWHealth.org)** or call the Customer Service number on the back of your member ID card and ask for a Case Manager.





# The power to choose

Choosing the right option for your condition can save you time and money.



## VIRTUAL CARE - \$0 COPAY

Using your mobile device or computer

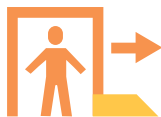
For conditions like acne, allergies, bladder infection, cold, flu, pink eye, quitting tobacco, sinus infection, stomach problems or yeast infections.



## PRIMARY CARE DOCTOR

Another choice for care when it's not an emergency

For conditions like asthma, diabetes management, earache, high blood pressure, headaches, preventive health, sprains, etc.



## WALK-IN CLINICS

Same-day appointments when your doctor is not available; includes select primary care clinics and some pharmacy locations

For conditions like asthma, bladder infection, ear or sinus pain, flu, sore throat or sprains.



## URGENT CARE

Needs immediate attention but is not life-threatening, or an appointment is not available with your doctor

For conditions like back pain, bladder infection, earache, minor burns, minor eye injuries, minor cuts that may need stitches, sore throat or sprains



## EMERGENCY ROOM

Any condition you believe to be life-threatening

For conditions like chest pain, deep cuts or wounds, difficulty breathing, poisoning, overdoses and suicidal behavior, abdominal pain, coughing or vomiting blood, severe burns, severe head injuries, sudden loss of balance, vision change, facial droop, arm or leg weakness.

Less \$

More \$





## Need more information?

**[BSWHealthPlan.com/Resources](https://BSWHealthPlan.com/Resources)**

Frequently requested documents and forms can be found in the Tools and Resources section at [BSWHealthPlan.com](https://BSWHealthPlan.com).

Plus, you'll find information on transition of care (for new members who are in active treatment for medical conditions with non-BSWHP network providers), claims, appeals and grievances, and more.





Founded as a Christian ministry of healing more than 100 years ago, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

Baylor Scott & White Health Plan is proud to serve members across North, Central and West Texas as a trusted leader in value-based care.

**BSWHealthPlan.com**

**844.633.5325**

**7 AM – 7 PM, Monday – Friday**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-633-5325 (TTY: 711).

Baylor Scott & White Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-633-5325 (TTY: 711).

Baylor Scott & White Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-633-5325 (TTY: 711).

Baylor Scott & White Health Plan tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

Scott and White Health Plan dba Baylor Scott & White Health Plan offers HMO products and serves as a third-party administrator for self-funded, employer-sponsored plans. Scott & White Care Plans dba Baylor Scott & White Care Plan offers HMO products. Baylor Scott & White Insurance Company offers EPO and PPO products and 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 Scott and White Health Plan. These companies are referred to collectively in this document as Baylor Scott & White Health Plan.