



Open Season


Nov. 13 - Dec. 11, 2023

Welcome to Open Season for 2024, which runs from November 13 through December 11, 2023.



It all happens here

- Customer service
- Claims
- Account management
- Executive leadership



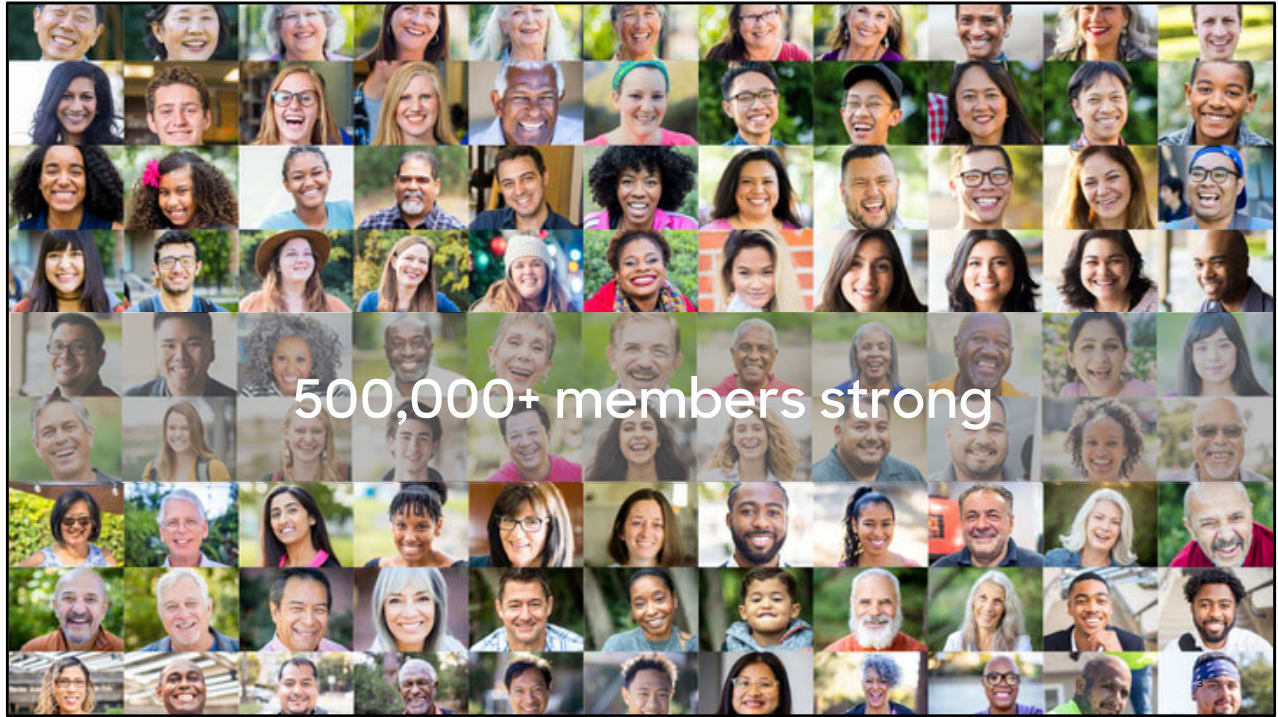
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Baylor Scott & White Health Plan started in Central Texas more than 40 years ago and we're still proud residents of the Lone Star State.

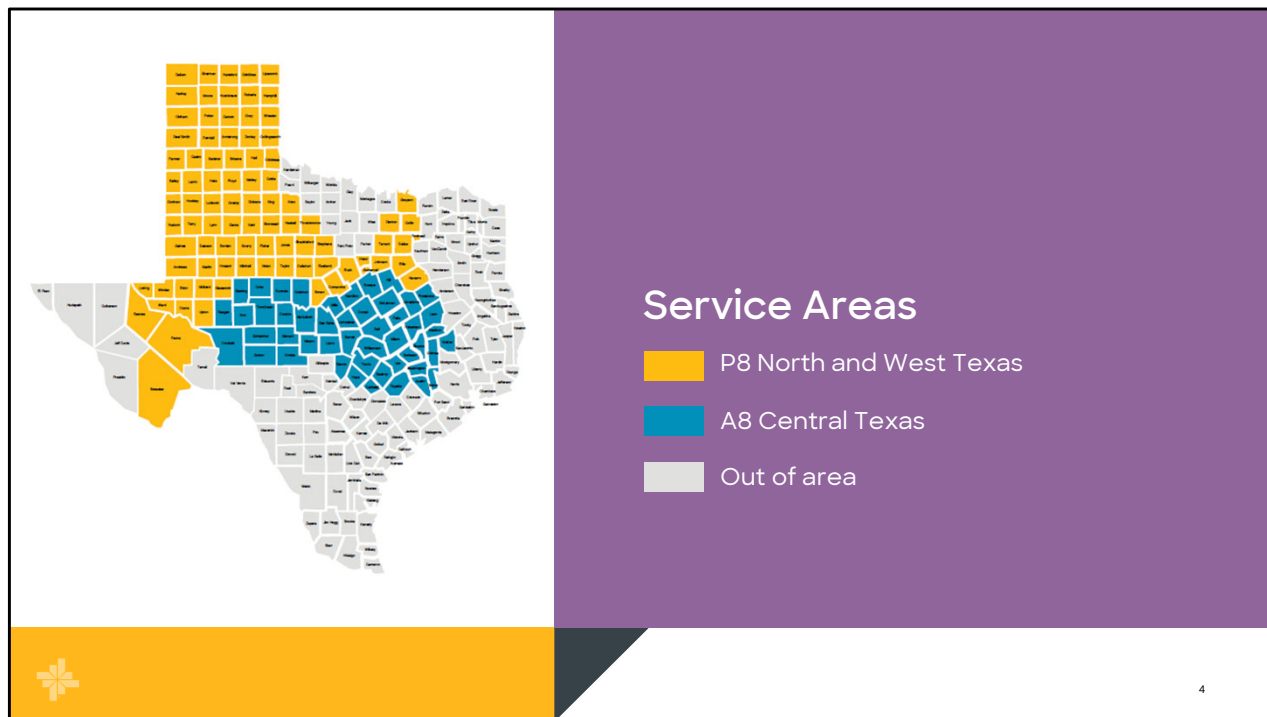
What that means for you is this: when you need help, we're not across the country or around the world.

- Customer Service is based here
- Your claims are handled here
- Your Account Managers are based here
- Our executive leadership lives here, too

We're your neighbors, and we keep that in mind when we help you make decisions about your healthcare and coverage.



These days we can count more than half a million Baylor Scott & White Health Plan members. And we're part of the Baylor Scott & White Health system, the largest not-for-profit healthcare system in Texas. Baylor Scott & White Health is consistently ranked among the best hospitals in the nation—and the most award-winning not-for-profit health system in state, according to *U.S. News & World Report*.



If you live or work in one of the counties shown in blue or yellow on this map, you are eligible to choose coverage by Baylor Scott & White Health Plan. Our North and West Texas counties are shown in yellow, and our Central Texas counties are shown in blue.

You can choose either the Basic Plan or Standard Plan in any of the yellow P8 or blue A8 counties.

Both plans utilize the BSW Premier HMO network. With BSW Premier, you have in-network options for care in all the counties shown in blue *and* yellow. North and West Texas members who live or work in the yellow counties can see in-network providers in both yellow and blue counties. Central Texas members who live or work in the blue counties can see in-network providers in both blue and yellow counties.

If you're new to Baylor Scott & White Health Plan, it's important to check that your providers are in-network before you schedule a visit with them. You'll find links to our Provider Search tool on [BSWHealthPlan.com/FEHB](https://www.bswhealthplan.com/FEHB).



\$0 copay

- Preventive care
- Virtual care
- 1st in-person sick visit
- PCP visits for dependents <19



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We are removing barriers to care by offering multiple benefits at \$0 copay:

- Preventive care
- Virtual Care available 24/7/365 through the MyBSWHealth member portal
- And, remember, the 1st in person sick visit is a \$0 PCP copay as well as PCP visits for your dependents through the age of 18.



You have access to a number of resources on the Member Resources page at BSWHealthPlan.com/FEHB.

Among other things, you'll find:

- Provider search tool
- Member Guides and other member materials
- Information on pharmacy, claims, customer service, and more
- Wellness resources
- And access to the **MyBSWHealth Member Portal**



My health. My Way.

**24/7 self-service at
MyBSWHealth.com**

- Healthcare AND health plan information
- Virtual care
- Digital Member ID card
- Secure messaging
- Access online or through phone app



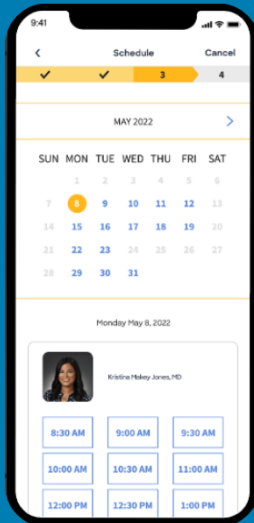
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You can do so many things anytime, day or night, in the MyBSWHealth Member Portal, available online and as an app. For example, if you forget to take your Member ID card to an appointment, you can pull up a digital copy right on your phone.

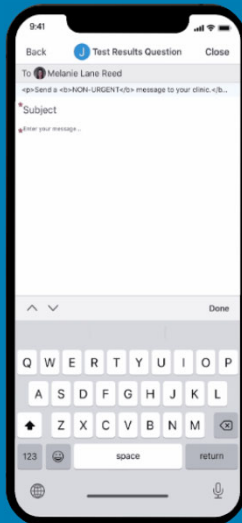


Text BETTER to 88408 to download the app

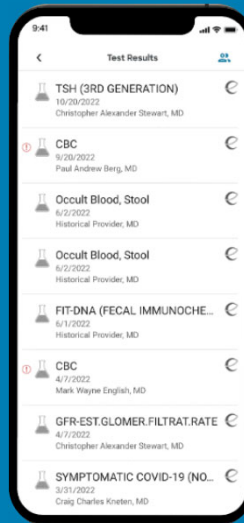
SCHEDULE



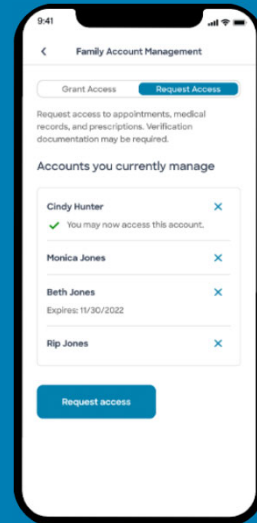
ASK



TRACK



MANAGE



Healthcare is better when it's all together. Our member portal at [MyBSWHealth.com](https://www.MyBSWHealth.com) offers 24/7 access to your healthcare AND your health insurance.

MyBSWHealth is available as a website or in our award-winning app, which means that as long as you have a computer or phone handy, you'll always be able to find an in-network provider, access your ID card, take advantage of an eVisit or Video Visit, view claims and copy information, and much more.

If you're new to the member portal, registration is easy—just go to [MyBSWHealth.com](https://www.MyBSWHealth.com) or text BETTER to 8408 to download the app—and follow the prompts. If you signed up in the past, but you can't remember your username or password, don't worry—there are links to help you with that.



Wondr Health™

NO restrictions

NO calorie counting

NO guilt

NO cost



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Ever wonder how some people can eat all their favorite foods and not gain weight? Wondr is an online program that will teach you how. Wondr is available at **NO COST** to you and is accessible via computer and mobile device so you can participate whenever it's convenient, wherever you are.



Maternity Care

Pregnancy + 1 year after birth

Access to a nurse 24/7

In-home support for high-risk conditions



Our program for expectant mothers, BSW Maternity Care Management offers members 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 and planning for returning to work.

Wellness programs



Well-being assessment



Wellness challenges



Daily Habits coaching



Wellness Media Library



Be Well newsletter



Monthly webinars

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Our wellness team schedules free lunch-time webinars throughout the year. There's a whole series of topics, from nutrition to happiness, and you can come to one or all. Our quarterly *Be Well* newsletter is packed with information and helpful tips about how to get and stay well.

To learn more about Wellness options, and to see the current issue of our *Be Well* newsletter, visit the Care Management and Wellness page on BSWHealthPlan.com/FEHB.



Member resources at
BSWHealthPlan.com/FEHB

Provider search tool

Wellness resources

Information on pharmacy, claims, customer service, and more



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This is probably the most important thing in this entire presentation: You can find virtually everything you need on the website we created just for FEHB members: BSWHealthPlan.com/FEHB.

- To find a provider, just click on the yellow button for your plan – either BSW Plus HMO or BSW Preferred HMO
- Download your member guides
- Check out wellness resources
- Find information on pharmacy, claims, customer service, and more
- Plus, you can easily log in to the **MyBSWHealth Member Portal** by clicking the button on the top right.

Brief Summary of PY24 Benefits

Benefit	Standard Plan Members Pay	Basic Plan Members Pay
*PCP office visit	\$25 copay/visit	\$25 copay/visit
First Adult non-preventive PCP visit	\$0	\$0
Dependents ages 0-18	\$0	\$0
*Specialist office visit	\$50 copay/visit	\$50 copay/visit
eVisit/Same-Day Video Visit	\$0	\$0
Urgent care visit	\$50 copay/visit	\$75 copay/visit
Outpatient surgery facility	10% after deductible	20% after deductible
Inpatient hospitalization	10% after deductible	\$20% after deductible
Deductible	\$300 (self only)	\$1500 (self only)
Out-of-pocket maximum	\$5,500 (self only)	\$6,000 (self only)
Emergency Room Services (deductible applies)	10% after deductible	20% after deductible
Diagnostic test (X-ray, blood work)	No charge	No charge

*Under the Affordable Care Act, certain preventive and women's health services are paid at 100% (i.e., at no cost to the member) dependent upon physician billing and diagnosis. In some cases, you will be responsible for payment of some services.

Here's a brief summary of benefits for both the Standard and the Basic plan options. As always, pre-existing conditions are covered, and emergency services are covered worldwide. No matter where you are when an emergency occurs, your emergency room visit is covered as in-network. Network affiliation does not apply for emergencies.

We've highlighted two new benefits we're really excited about: For adults, your first non-preventive PCP visit is a \$0 copay and for Dependents ages 0-18, all PCP visits are \$0 copay.

Where to go for care



VIRTUAL CARE - \$0 COPAY

On your computer or mobile device



PRIMARY CARE DOCTOR

When it's not an emergency



WALK-IN CLINICS

When your doctor is not available



URGENT CARE

Needs immediate attention but not life-threatening



EMERGENCY ROOM

Any condition you believe is life-threatening

Less \$

More \$

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You have many options for care within our network. Choosing the right level of care for your condition can save you both time and money.

Depending on the issue, virtual care may be all that is needed. But even when an issue needs immediate attention but is not life-threatening, urgent care, with only a \$50 copay, may be a better option than the more expensive ER visit.

Additional ways to save time and money:

- **Call a Nurse** – The call is free and the number is on the back of your member ID card.
- **Use in-network doctors** to keep costs low
- **Choose generic (instead of brand) medications** and consider getting a **90-day supply** when applicable.

PY24 Prescription Drug Benefits

Benefit	Standard Member Pays	Basic Member Pays
Preferred Generic Drugs	\$10 retail (30-day)	\$12 retail (30-day)
	\$25 maintenance (90-day)	\$30 maintenance (90-day)
Preferred Brand Drugs	30% up to \$75 retail (30-day)	\$60 retail (30-day)
	Lesser of \$187.50 copay or 30% coinsurance maintenance (90-day)	\$150 maintenance (90-day)
Non-Preferred	50% up to \$200 retail (30-day)	\$120 retail (30-day)
	Lesser of \$500 copay or 50% coinsurance maintenance (90-day)	\$300 maintenance (90-day)
Specialty Drugs	\$400 preferred generic (30-day)	\$400 preferred generic (30-day)
	\$400 preferred brand (30-day)	\$400 preferred brand (30-day)
	\$600 non-preferred (30-day)	\$600 non-preferred brand (30-day)

This chart lists the different copays by type of drug for both the Standard and the Basic plan options.

For more information about your prescription drug benefits, see the Federal Employees Benefit Plan Group Value Formulary on the Pharmacy Information page at BSWHealthPlan.com/FEHB.

Stay Better, Longer

Disease Management *for chronic conditions*

- A team effort with your healthcare providers
- For conditions like asthma, breathing trouble, diabetes, heart problems and more

Complex Case Management *for complicated health problems*

- Help navigating healthcare system and getting the services you need
- Answer questions to help you understand your condition/care plan

Available at NO additional cost. Learn more at BSWHealthPlan.com/FEHB



To help you stay better longer, please visit our website at BSWHealthPlan.com/FEHB where you will learn more about the many additional benefits we have to offer, including our Disease Management and Complex Case Management programs as well as our Well-Being Assessment, Digital Health Coaching, and more.

Got a question? Just ask!



Website: BSWHealthPlan.com/FEHB



Texas-based Customer Service: 844.633.5325



Email: HPFEHBOpenSeason@BSWHealth.org



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Do you have a question? Well, if you do, you'll find answers to many questions on your FEHB custom webpage at BSWHealthPlan.com/FEHB.

If you want to talk to someone, you can call our Texas-based customer service advocates at 844.633.5325. That number is also on the back of your member ID card.

You can also send a secure message through the MyBSWHealth member portal. You'll find a link to the portal on your FEHB webpage, or you can download the MyBSWHealth app.



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