

MyBSWHealth Member Portal User Guide

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 24/7 self-service features, including:

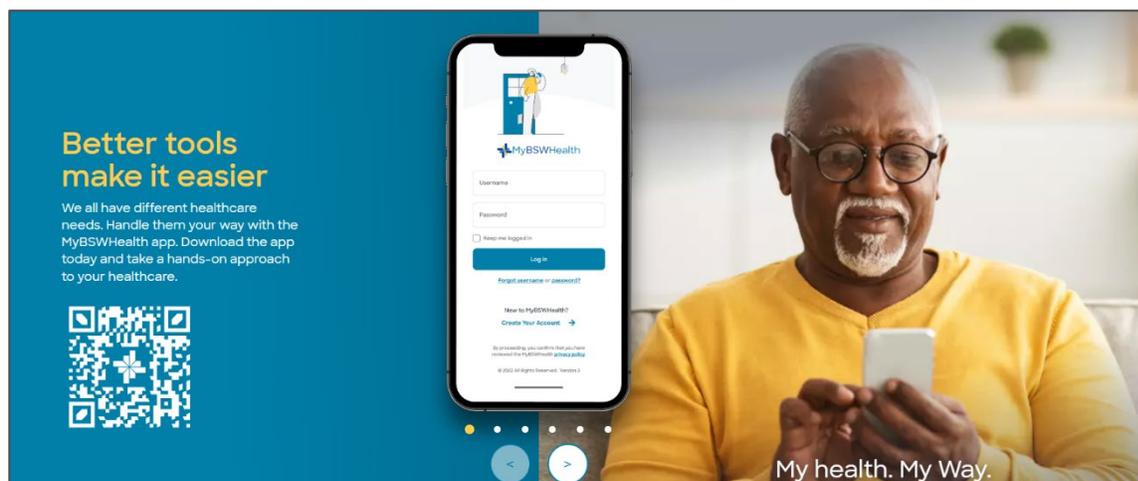


- ID cards
- Plan benefits
- Provider search tool
- Claims, authorizations and deductibles
- Wellness features
- Member support
 - Live chat M-F, 8 AM-5PM
 - Secure messaging
- Telehealth options
- And more!

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](#)



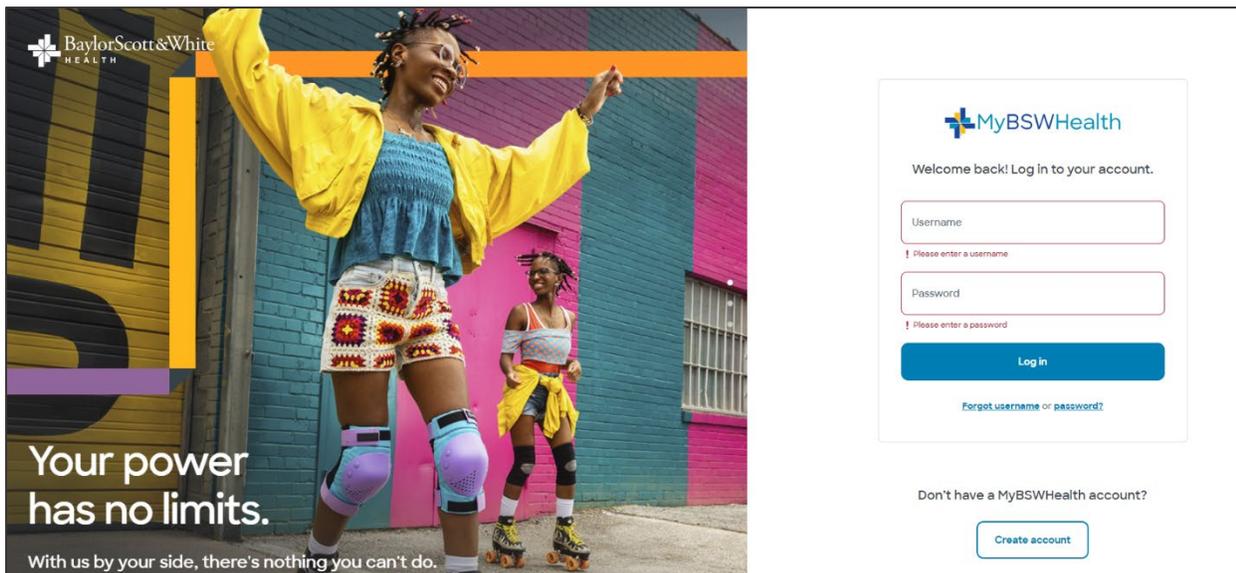
*For most features

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Get started

Step 1

Go to MyBSWHealth.com.



Step 2

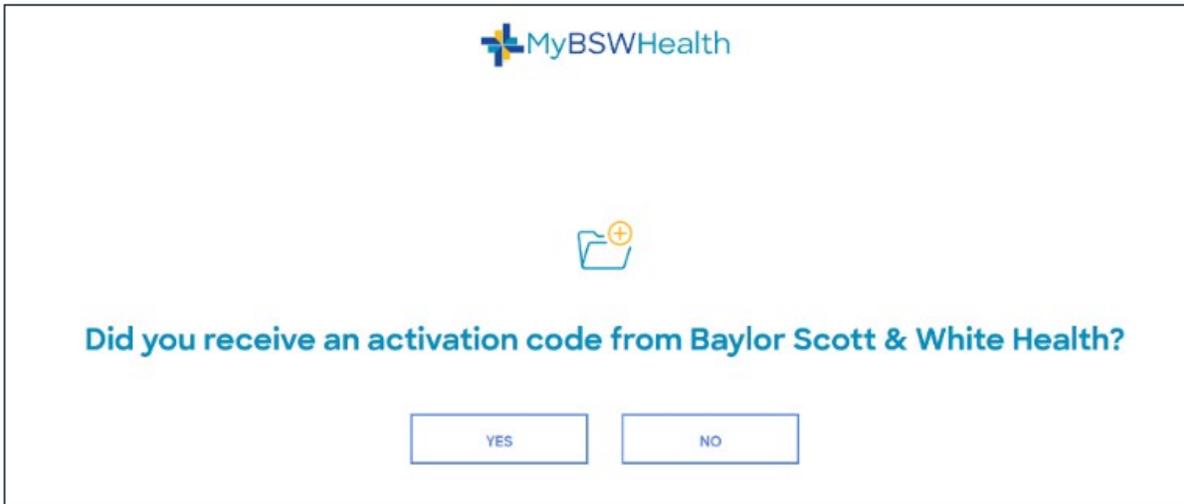
Returning member? Log in with your username and password, then click **SIGN IN** to proceed.

- If you forget your username or password, 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 7 of this guide under **Insurance & Billing Options**.

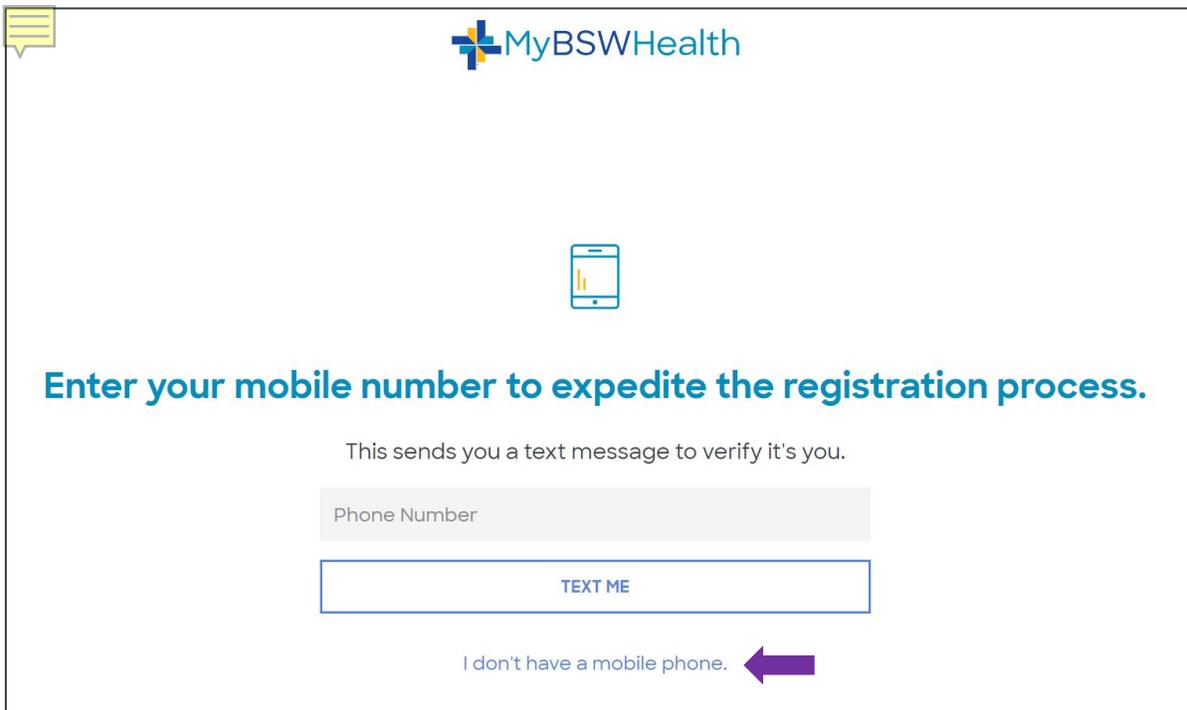
New to the Portal? Look under the **SIGN IN** box for “New to MyBSWHealth?” and click **CREATE ACCOUNT**.

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- 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**.



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With or without a mobile number, you will arrive at the screen below.

- Enter the information and click **CONTINUE** to advance from one screen to the next and activate your MyBSWHealth profile.

The screenshot displays the MyBSWHealth account creation interface. At the top, the MyBSWHealth logo is centered. Below it, a progress bar indicates two steps: 'Account Info' (marked with a '1') and 'Credentials' (marked with a '2'). The main content area features a user icon and the heading 'Let's create your account.' The form consists of several input fields: 'First Name', 'Last Name', 'Date of Birth (MM/DD/YYYY)' with a calendar icon, 'Social Security Number (Optional)' with an information icon, 'Gender' with a dropdown arrow, 'Email Address', 'Mailing Address', and 'Phone Number'. A blue 'CONTINUE' button is positioned at the bottom center of the form.

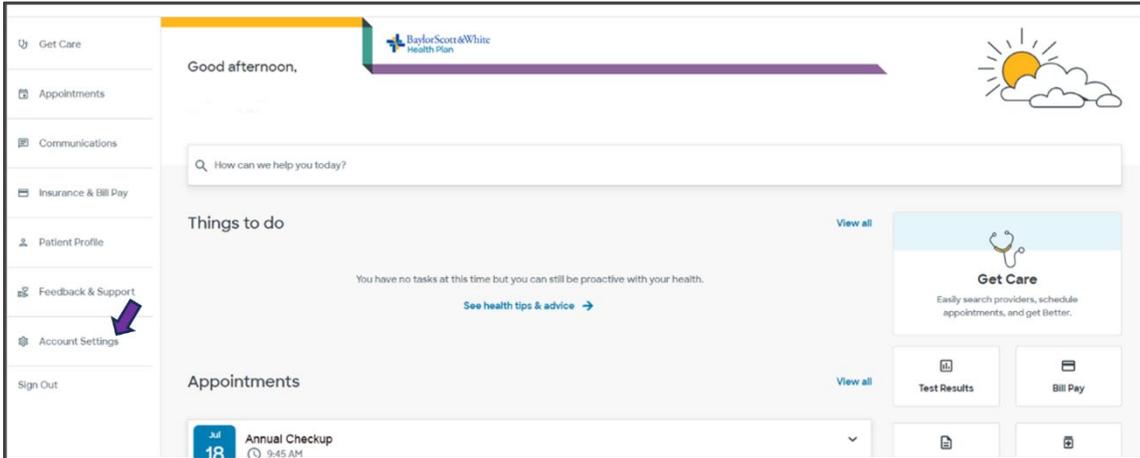
Next, you'll want to link your Baylor Scott & White Health Plan account so you can access things like provider search, copay and claims information, and much more.

You'll find step-by-step instructions to link your account starting on the next page.

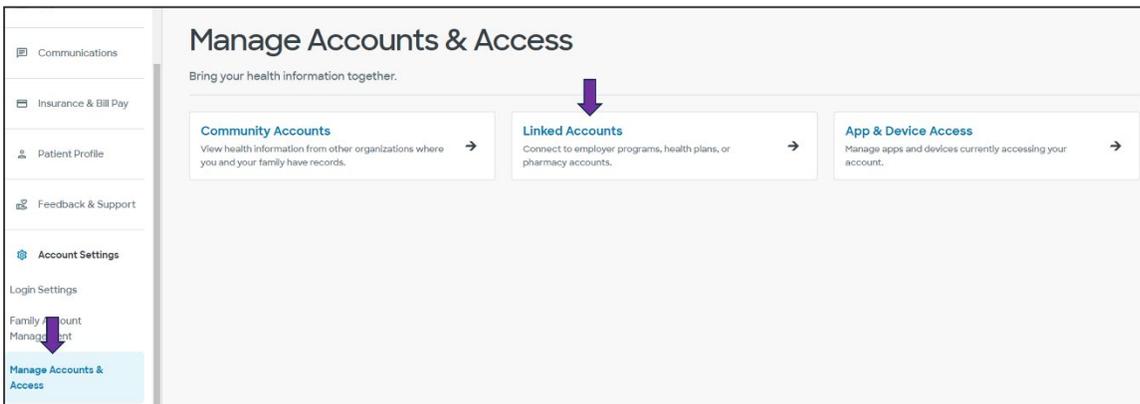
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Link your health plan account

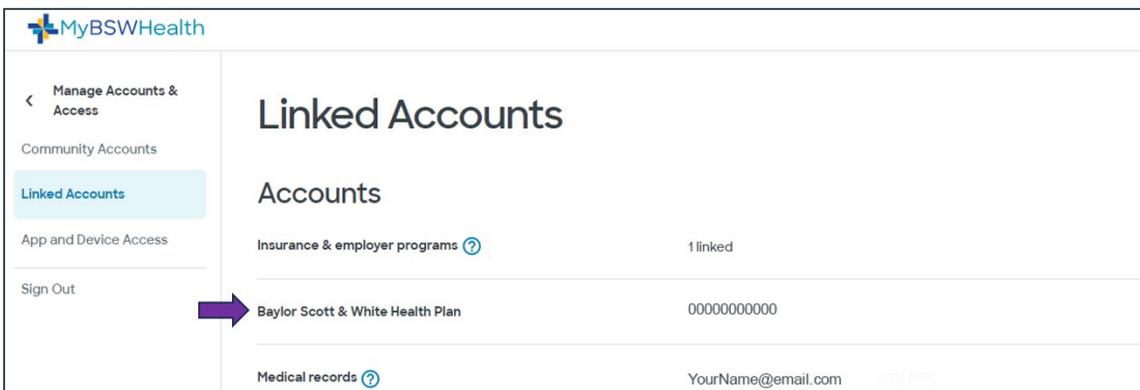
Step 1. Click **ACCOUNT SETTINGS** in the left menu



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



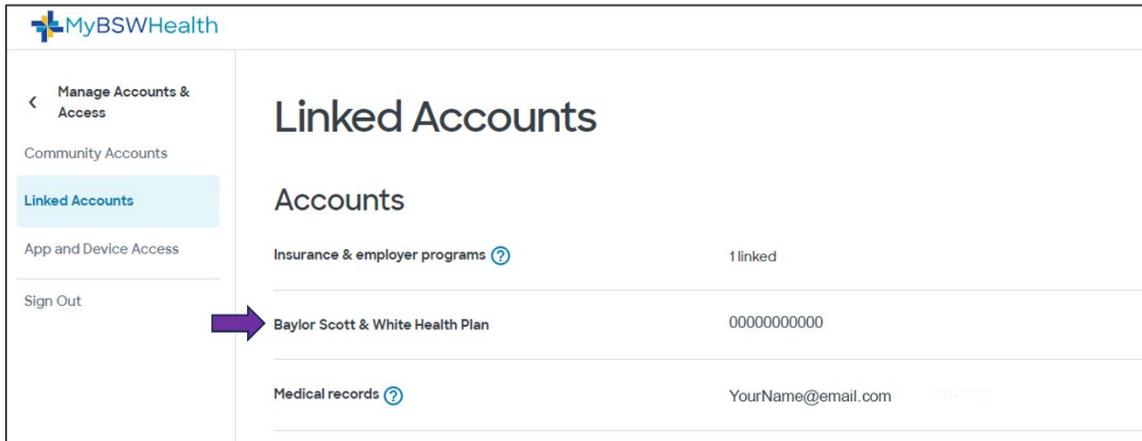
Step 3. Select **BAYLOR SCOTT & WHITE HEALTH PLAN** from the dropdown list, then click **VERIFY AND LINK**



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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.

Questions?

If you have any questions about accessing the MyBSWHealth Member Portal, call the MyBSWHealth Technical Help Desk 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.

Health insurance information at your fingertips

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.

Insurance & billing options

| TAB NAME | AVAILABLE OPTIONS/FUNCTIONS |
|-----------------------|--|
| Claims | <ul style="list-style-type: none"> ▪ List of Claims information for member(s) enrolled in plan ▪ Results can be filtered by: <ul style="list-style-type: none"> ▪ Date of Service ▪ Member ▪ Claim Number ▪ Provider ▪ Status ▪ Click CLAIM STATUS to see full Claim Details, plus an Explanation of Benefits (EOB) link |
| Authorizations | <ul style="list-style-type: none"> ▪ <i>NOTE: This menu option does not display for all plan types</i> ▪ List of Authorization information for member(s) enrolled in plan ▪ Results can be filtered by: <ul style="list-style-type: none"> - Date of Service - Member - Referrer - Authorization Number - Alt Number - Type - Admit Type - Approval Letter - Status ▪ Click AUTHORIZATION STATUS to see full Authorization Details |
| Deductible | <ul style="list-style-type: none"> ▪ Lists various plan details, including: <ul style="list-style-type: none"> - 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 | <ul style="list-style-type: none"> ▪ 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 |

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| | |
|--------------------------------|--|
| ID Card | <ul style="list-style-type: none">▪ 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 | <p><i>This menu option only displays if you are directly invoiced for your plan.</i></p> <ul style="list-style-type: none">▪ 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 | <ul style="list-style-type: none">▪ Online repository for member documents (i.e. Member Handbook, Formulary, Member Rights and Responsibilities, Notice of Privacy Practices, etc.) |
| Member Support | <ul style="list-style-type: none">▪ Create a new Request for Support and message with Customer Advocates▪ Please allow one (1) business day for a response |
| Other Coverage | <ul style="list-style-type: none">▪ List of additional insurance coverage |
| Cost Estimator | <ul style="list-style-type: none">▪ Compare provider costs before booking an appointment<ul style="list-style-type: none">▪ Receive a breakdown of potential costs, including physician fees, laboratory tests and medications▪ Track your progress toward meeting deductibles and out-of-pocket maximums |
| Wellness | <ul style="list-style-type: none">▪ Includes links to wellness programs and educational resources |

Additional Features

In addition to your health plan information, you have access to the other great things you can do in MyBSWHealth, including:

- Schedule appointments
- View test results
- Pay bills
- Send secure messages
- Receive care with an eVisit or Same-Day Video Visit

[Learn more](#)