

# Quick Reference Guide

**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.

## HMO: What You Should Know



Your plan offers access to thousands of in-network providers. Except for urgent and emergency care, all care must be accessed within the network.

While it is not required, we encourage you to select and routinely visit a Primary Care Physician (PCP) within the network to help manage your healthcare needs and coordinate your care with in-network specialists.

## Finding a Provider



To search for a PCP or other participating doctors or facilities within your network, visit [MyBSWHealth.com](http://MyBSWHealth.com), log in and go to Find Care. Or, visit [BSWHealthPlan.com/FEHB](http://BSWHealthPlan.com/FEHB). For assistance, please call Customer Service.

## 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. A sample ID card is below. The information on your ID card may vary based on your plan benefits. You may also view your ID card online through [MyBSWHealth.com](http://MyBSWHealth.com) or the MyBSWHealth app.

## Contact Information

### Customer Service

844.633.5325 (TTY: 711)

### Self-Service Portal

MyBSWHealth: Download the app or go to [MyBSWHealth.com](http://MyBSWHealth.com)

### Virtual Care

MyBSWHealth: Use the app or go to [MyBSWHealth.com](http://MyBSWHealth.com)

MDLIVE: 800.718.5082

### 24/7 Nurse Line

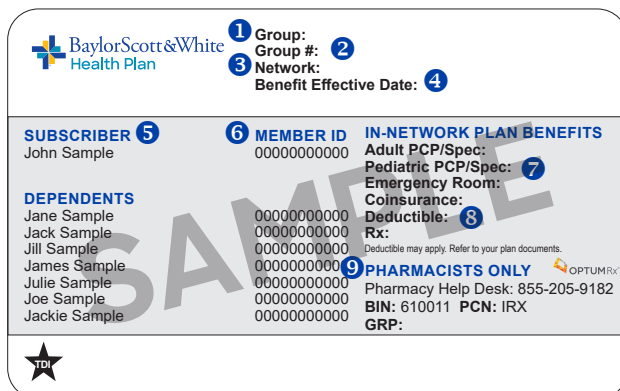
877.505.7947

### Mail Order Pharmacy

855.388.3090  
(Baylor Scott & White)  
855.205.9182 (OptumRx)

### Case Management

Call Customer Service



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



## Member Resources

### Online Member Self-Service Portal

To access your plan information online, go to [BSWHealthPlan.com/FEHB](https://BSWHealthPlan.com/FEHB) and click on the Log In button. Sign up and log in to the member portal to:

- View and print ID cards instantly
- View benefits and coverage
- See your claims and Explanations of Benefits (EOBs)
- Take a wellness assessment
- Manage your preferences
- Email Customer Service through secure messaging

Member information is also accessible from smartphones and tablets through the **MyBSWHealth app**, available on both the App Store and Google Play.

### More Resources on [BSWHealthPlan.com/FEHB](https://BSWHealthPlan.com/FEHB)

You'll find information to help you get the most from your healthcare experience—including benefits, announcements and educational materials—at [BSWHealthPlan.com/FEHB](https://BSWHealthPlan.com/FEHB). Additional resources, including our most frequently requested documents and forms, Member Rights & Responsibilities, a Notice of Privacy Practices and how Baylor Scott & White Health Plan assesses new technology and treatments, is available on the Tools and Resources page. Printed copies of documents and language assistance are available by calling Customer Service.



## Virtual Care - Telehealth

Visit a doctor without leaving your home or office, 24 hours a day, 7 days a week.

- For an eVisit or to schedule a same-day video visit, log in to [MyBSWHealth.com](https://MyBSWHealth.com), or download the **MyBSWHealth app**.
- For telephonic or video visits, call MDLIVE at **800.718.5082**, or download the MDLIVE app.



## Urgent and Emergency Care

To locate an in-network urgent care center near you, visit [MyBSWHealth.com](https://MyBSWHealth.com) and click on Find Care. Or, visit [BSWHealthPlan.com/FEHB](https://BSWHealthPlan.com/FEHB). For a medical or behavioral health emergency, call 911 or go directly to the nearest emergency facility.

*NOTE: Freestanding Emergency Rooms are typically out-of-network.*



## Pharmacy/Prescription Drug Benefits

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

- For more details about your prescription drug plan, visit the Pharmacy Information page at [swhp.org/benefits](https://swhp.org/benefits).
- To locate an in-network pharmacy near you, log in to [MyBSWHealth.com](https://MyBSWHealth.com) and go to Find Care. Or, visit [BSWHealthPlan.com/FEHB](https://BSWHealthPlan.com/FEHB).
- To fill your prescriptions at the BSW mail-order pharmacy, call toll-free **855.388.3090** or contact OptumRx Home Delivery at **855.205.9182**.
- To fill your specialty medications, call the **Baylor Scott & White Specialty Care Team** at **844.288.3179**, or **Optum Specialty Pharmacy** at **855.427.4682**, or visit [specialty.optumrx.com](https://specialty.optumrx.com).
- If you have questions about prescription drugs or your prescription drug benefits, contact Customer Service.



## Nurse Advice Line

Need care advice? Do you have health or medication questions? For non-emergency symptoms and health or treatment questions, call the Nurse Advice Line to speak with a registered nurse. Call **877.505.7947** to get the answers you need—**24 hours a day, 7 days a week!**

---



## Wellness & Community

Members have access to wellness and condition management programs designed to promote health and provide support. Sign up for our specialized case management programs, including medical, behavioral health, and maternity. Our nurses and social workers give you personalized, one-on-one assistance to help you find providers in your plan, understand your benefits and assist you with identifying any needed community services. You also have access to health education opportunities, wellness newsletters and more. Explore online tools such as a personalized Wellbeing Assessment, Digital Health Coaching, and Fitness Tracker Integration in the Wellness module at [MyBSWHealth.com](https://MyBSWHealth.com).

---



## Questions? Contact Us.

### Call Us

Call Customer Service at **844.633.5325**, Monday through Friday, 7 AM - 7 PM CT (TTY: 711).

### Stay Connected

Join us on social media:



Facebook: [facebook.com/BSWHealthPlan](https://facebook.com/BSWHealthPlan)



Twitter: [@BSWHealthPlan](https://twitter.com/BSWHealthPlan)



LinkedIn: [linkedin.com/company/BSWHealthPlan](https://linkedin.com/company/BSWHealthPlan)