

Quick Reference Guide

SEQA, EQA, Premium and HDHP plans

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. The Tier 1 BSW Premier network is a great choice for high-quality care at the lowest cost and the only network option for the SEQA and EQA plans—except for urgent/emergency care, or when authorization is provided.

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? Lyra Health is an extension of the BSW behavioral health network available in the **MyBSWHealth app**. Get started with Lyra today; scan the QR code.



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.

Member Services

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

Self-Service Tools

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

• Chatbot and Live Chat

8 AM to 5 PM CST,
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, 24 hours a day, 7 days a week.



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 in the **MyBSWHealth app** or through **MyBSWHealth.com**.



Member Services

Member Services is a full-service concierge that connects you to the care you need, no matter where you are on your healthcare journey. Member Services can help you:

- Find a provider
- Connect with behavioral health providers and resources
- Locate home health options
- Find durable medical equipment (DME) or specialized medical equipment
- And more!

Download the **MyBSWHealth app**, tap “Get Care” and select “Help Me Decide,” or call Member Services at **844.843.3229** and **press 4** for assistance.



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 Member Services 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.



Understanding the prior authorization process

The prior authorization process is a requirement for certain medical services or procedures, or the prescribing of specific medications

- When required, your provider will submit a formal request to the health plan or pharmacy administrator. Once reviewed they will make a determination as to whether it meets the guidelines for coverage. Providers should provide relevant patient information, medical necessity documentation, and the specific services being requested with the request.
- 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 and medications are medically necessary and in line with our policies.
- Be sure to confirm approval is on file before proceeding with your procedure or medication fill. If approval is not on file, your expenses will not be covered and additional cost will not count toward your deductible or out-of-pocket maximum.



MyBSWHealth online member self-service portal and app

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

- Book a virtual or in-person visit
- Access a digital copy of your BSWHP insurance card
- View your medical plan details, deductible and claims
- Access Rightway to view your pharmacy benefits
- Refill and manage prescriptions at BSW pharmacies
- View test results
- Access wellness tips and advice
- Find additional resources, community support and more

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.





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 **RightwayHealthcare.com/bswh**.
- To fill your prescriptions through the mail, call **855.388.3090**, Monday through Friday from 7 AM to 7 PM CST.
- To fill your specialty medications, call the **Baylor Scott & White Specialty Care Team** at **844.288.3179**, Monday through Friday from 8 AM to 6 PM CST.
- 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 Member Services 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.