

Quick Reference Guide

Health Insurance Marketplace Diabetes Care Gold Plan

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.



Using your benefits

Your plan is designed to help you improve your health, better manage your diabetes, and save you money. It 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, log in and go to Find Care. Or, visit BSWHealthPlan.com/FindProvider. For assistance, please call Customer Service.



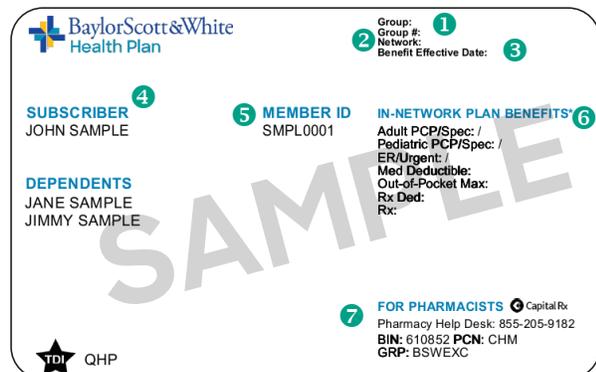
Paying your premium

Baylor Scott & White Health Plan makes premium payments easy—at home or on the go—using any computer, tablet or smartphone device. You can pay your monthly premium on demand or set up recurring payments from your bank account. Auto drafts will be scheduled for the 27th day of each month. Click “Set Up Auto Payment” at BSWHealthPlan.com/Marketplace.



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 or the [MyBSWHealth app](#).



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

Contact Information

Customer Service and Multi-Language Assistance
855.572.7238 (TTY: 711)

Self-Service Tools

Log in to the member portal at MyBSWHealth.com.

- **Chatbot and Live Chat**
8 AM to 5 PM, Monday – Friday
- **Message Us**
Go to the “Member Support” feature from the Insurance & Bill Pay / Baylor Scott & White Health Plan menu options.

Care Navigation

1.844.279.7589

Virtual Care

Go to MyBSWHealth.com or download the app for virtual care options.

24/7 Nurse Line

877.505.7947

Mail Order Pharmacy

833.502.3339 (Costco)

Case Management

Call Customer Service



Special benefits for Diabetes Care Gold Plan members

With this plan, you will pay:

- \$0 for Primary Care Provider (PCP) visits
- \$0 for Lab work
- \$0 for Diabetes Durable Medical Equipment (Infusion Pumps)*
- \$0 for select diabetes medications and supplies*

You'll also receive these plan benefits* at no additional cost:

- Individualized diabetes coaching program, with access to a health coach
- Medication review and consultation with a clinical pharmacist (upon request)
- Blood sugar monitoring tools: mySugr® app and a glucometer
- Self-paced health education through WebMD
- Access to a Care Team, if needed

**Some restrictions apply. For more information on the specific equipment, medication and supplies included at \$0 copay, coaching and more, go to BSWHealthPlan.com/Marketplace/Diabetes.*



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 BSWHealthPlan.com/Marketplace/Pharmacy.
- To locate an in-network pharmacy near you, visit BSWHealthPlan.com/FindProvider.
- To fill your prescriptions through the mail, contact **Costco Pharmacy** at **833.502.3339** and select the prompts for mail order. (Costco membership not required.)
- To fill your specialty medications, call the **Baylor Scott & White Specialty Care Team** at **844.288.3179**, or **Costco Specialty Pharmacy** at **833.502.3339** and select the prompts for specialty pharmacy. (Costco membership not required.)
- You can view your pharmacy claims, check the costs of your medications, and look up drugs that are covered at MyBSWHealth.com in the Baylor Scott & White Health Plan section. See your member guide for details.
- If you have questions about prescription drugs or your prescription drug benefits, contact Customer Service.



Virtual care/telehealth

Visit a doctor without leaving your home or office. Log in to MyBSWHealth.com, or download the [MyBSWHealth app](https://MyBSWHealth.com), then choose “Get care.”



Urgent and emergency care

To locate an in-network urgent care center near you, visit MyBSWHealth.com and click on Find Care. Or, visit BSWHealthPlan.com/FindProvider. 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.



Member resources

MyBSWHealth Online Member Self-Service Portal and App

To access your plan information online, go to [MyBSWHealth.com](https://www.mybswhealth.com). 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 through smartphones and tablets using the **MyBSWHealth app**, available on both the App Store and Google Play.

More Resources on BSWHealthPlan.com

You'll find information to help you get the most from your healthcare experience—including benefits, announcements and educational materials—at [BSWHealthPlan.com](https://www.bswhealthplan.com). 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, are available on the Member Resources page. Printed copies of documents and language assistance are available by calling 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

WebMD

Download the WebMD Wellness At Your Side (WAYS) app for online tools like a wellbeing assessment, wellness trackers and a library of health information. Learn more at [BSWHealthPlan.com/Wellness](https://www.bswhealthplan.com/Wellness).

Help managing your health

You can also sign up for specialized medical, behavioral, and maternity programs. Our staff will work closely with you and your doctor to help with your medical needs. In addition, our nurses and social workers can help you find providers in your network, understand your benefits, and identify any community services that might offer assistance. For more information, visit [BSWHealthPlan.com](https://www.bswhealthplan.com).



Questions? Contact Us.

Call Customer Service at 855.572.7238, Monday through Friday, 7 AM - 7 PM CT (TTY: 711).

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Download our member portal app:



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CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 855.572.7238 (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.