Baylor Scott & White Health Plan

Quick Reference Guide

Federal Employees Health Benefits Program HMO 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 offers access to thousands of in-network providers. Except for urgent and emergency care, all care must be accessed within the network.

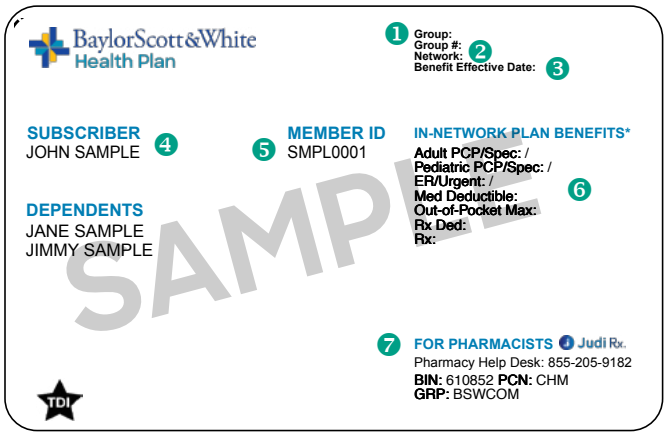
While it is not required, we encourage you to select and routinely visit a Primary Care Physician (PCP) within the network to help manage your healthcare needs and coordinate your care with in-network specialists.

Finding a provider

To search for a PCP or other participating doctors or facilities within your network, visit **MyBSWHealth.com/FEHB**, and click on the "Find a Provider" button for your plan. For assistance, please call Customer Service.

Understanding your ID card

Remember to carry your member ID card with you at all times, and bring it with you when you receive care so your doctor can understand your benefit plan. Below is a sample ID card. Information shown on your ID card may vary based on your plan benefits.



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

Contact information

Customer service and multi-language assistance
844.633.5325 (TTY: 711)

Self-service tools
Log in to the member portal at **MyBSWHealth.com**.

- Chatbot and Live Chat
  8:00 AM to 5:00 PM,
  Monday – Friday
- Message Us
  Go to the "Member Support" feature from the Insurance & Bill Pay/Baylor Scott & White Health Plan menu options.

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)

Care management
Call Customer Service.

Member resources

Online member self-service portal

To access your plan information online, go to **MyBSWHealth.com/FEHB** or **MYBSWHealth.com**. Sign up and 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
- Refill and manage prescriptions at BSW pharmacies
- View test results
- Access wellness tips and advice
- Send a secure message to Customer Service

Member information is also accessible from smartphones and tablets through the **MyBSWHealth app**, available on both the App Store and Google Play. To access other tools and resources such as Member Rights and Responsibilities and a Notice of Privacy Practices, go to **BSWHealthPlan.com/FEHB**.

Custom Website–BSWHealthPlan.com/FEHB

Be sure to visit the website created specifically for FEHB plan members: **BSWHealthPlan.com/FEHB**. You'll find access to benefits information for both the current and previous benefit years, plus announcements, information and educational materials designed to help you get the most from your healthcare experience. Printed copies of documents and language assistance are available by calling Customer Service at **844.633.5325**. Additional information that is specific to your plan can be found on the member portal at MyBSWHealth.com.

Virtual care/telehealth

Visit a doctor without leaving your home or office. Log in to **MyBSWHealth.com**, or download the **MyBSWHealth app**, then choose "Get care."

Urgent and emergency care

For urgent care needs visit **BSWHealthPlan.com/FEHB** and select Find a Provider to locate an in-network urgent care center near you. 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 **BSWHealthPlan.com/FEHB**.
- 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.

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

BSW Be Well™

Members have access to the BSW Be Well Coaching program which offers a self-paced, virtual coaching experience tailored to fit your needs and help you achieve your personal best. Choose from Nutrition, Stress or Tobacco Cessation programs. See details at **BSWHealthPlan.com/Wellness**.

WebMD and Wondr Health

Members also have access to online tools like a wellbeing assessment, wellness trackers, and a comprehensive library of health information. Download the **WebMD Wellness At Your Side (WAYS)** app to use these tools. **Wondr Health**, a digital weight loss program, that aims to reduce metabolic syndrome and prevent chronic health conditions, is also available. Access it through your member portal.

Help managing your health

Baylor Scott & White Health Plan offers specialized medical, behavioral, and maternity care management programs. Our care management staff will work closely with you and your doctor to help with your medical needs. In addition, our nurses and social workers can give you personalized help finding providers in your network, understanding your benefits, and identifying any community services that might offer assistance. Baylor Scott & White Health Plan also offers disease management programs designed to improve the health of members with chronic conditions. For more information, call **844.633.5325** to speak with a care manager or visit **BSWHealthPlan.com**.

Questions? Contact us.

Call Customer Service at **844.633.5325**, Monday through Friday, 7:00 AM - 7:00 PM CT (TTY: 711).

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Join us on social media:

Facebook: **Facebook.com/BSWHealthPlan**

LinkedIn: **Linkedin.com/Company/BSWHealthPlan**

Download our member portal app

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