

Frequently Asked Questions



What is the BSW Be Well™ with Diabetes program?

Our wellness program provides coaching support to help improve the health of members with Type 2 diabetes. The goal of the program is to educate and assist members in managing their diabetes, reducing complications, and eliminating their costs for covered diabetes medication and supplies.

Who is eligible to participate?

Baylor Scott & White Health Plan members of large employer groups, or their dependents, who are at least 18 years old with Type 2 diabetes, may apply for the program. Exception: Members enrolled in an HSA-eligible High Deductible Health Plan (HDHP) are not eligible for the program.

How do I meet program requirements to stay in the program?

- Meet with your health coach within 2 months of program start date
- Complete 8 virtual coaching visits within 9 months
- Complete annual health activities to include required labs and a provider visit

What do I get if I participate in the program?

You get additional support for managing your condition. If you apply, complete initial health activities, and meet all program requirements, your copays for covered diabetes medications and testing supplies will be waived (\$0 copayments) for up to a year. You will be eligible for a free blood glucose monitor and the mySugr app to help track your blood sugar. You will be referred to a BSW Be Well™ coach for eight virtual sessions, as part of your required health activities, to help you meet your health goals. You can also speak with a clinical pharmacist in our program to help answer questions about your medications.

If more than one covered member of my household is diabetic, can they all participate?

Yes. All eligible members may apply for the program.

I already work with a diabetes educator or a care manager. Will that stop if I participate?

No. **BSW Be Well™ with Diabetes** will supplement your other healthcare providers' efforts to help you improve quality of life while living with diabetes.

When does the program begin?

The program begins on January 15 and July 15 each year. You may enroll up to the program start date. However, copay waivers will not be effective until it is confirmed that the qualifications have been met, which may be after the start date for late enrollees.

How do I get started?

Step 1: Enroll

Complete and submit the application form online at BSWHealthPlan.com/BeWell-Diabetes, OR

Download the form and email the completed form to BSWHPDiabetesProgram@BSWHealth.org

Step 2: Complete or schedule these initial health requirements by the date the program begins (January 15 or July 15)

- Provider visit
- Lipid panel/cholesterol tests
- Hemoglobin A1C test
- Urine test for protein

Visits or tests completed within the 12 months prior to the program start date will qualify. You are responsible for copays and other costs associated with your provider visit and lab work.

If your provider and lab work **are NOT done in a Baylor Scott & White clinic or facility**, your provider should fax your lab results and documentation of your visit to [254.298.6187](tel:254.298.6187) or email to BSWHPDiabetesProgram@BSWHealth.org.

How were the initial requirements determined?

The American Diabetes Association and American Association of Clinical Endocrinologists set these standard guidelines for excellent care of Type 2 Diabetes.

What if I haven't had some of the required tests? Do I need to wait to submit my application form until I have completed the tests?

No. You can submit your application form to get the process started; however, required tests must be completed or scheduled within two months after the program start date of January 15 or July 15. If you miss the deadline, another application window occurs every 6 months.

What if I am having trouble getting an appointment to get the required lab work?

Ask your provider to schedule the labs or appointment for you. If you need additional assistance, reach out to BSW Case Management at CaseManagement@BSWHealth.org.

How do I let you know that I've completed the initial health activities?

- If your provider visit and lab work **ARE done at a Baylor Scott & White clinic or facility**, your results will be available to us automatically. You can document your provider visit and lab work on the application form. Any updated requirements can be emailed to BSWHPDiabetesProgram@BSWHealth.org.
- If your provider visit and lab work **ARE NOT done at a Baylor Scott & White clinic or facility**, your provider should fax your lab results and documentation of your visit to [254.298.6187](tel:254.298.6187) or email to BSWHPDiabetesProgram@BSWHealth.org.

How will the coaching sessions take place?

Coaching sessions are provided virtually. You will meet with your coach through an app or website that will be provided by your health coach.

Where do I go to get my medication and testing supplies?

You can fill your prescriptions for covered medication(s)/supplies at the pharmacy you currently use or any network pharmacy.

What medications qualify for \$0 copays with the BSW Be Well™ with Diabetes program?

The \$0 copays are limited to prescription diabetes drugs and supplies that are FDA-approved for the treatment of Type 2 Diabetes and are covered under the member's pharmacy benefit. Requirements for receiving covered prescription medications (such as prior authorization) and limitations and exclusions for the member's benefit plan (such as prescription quantity limits and step therapy) continue to apply. Refer to your drug formulary located at BSWHealthPlan.com/Pharmacy. *Note: You will need a prescription for the supplies in order for them to be covered.*

Will I need any special identification to get my medications and supplies for a \$0 copay?

No. Your pharmacy coverage will be updated automatically. There is not a separate [BSW Be Well™ with Diabetes](#) member card.

After I'm enrolled in the program, do I have to pay for eligible medications and testing supplies up front and be reimbursed?

No. The \$0 copay will be applied at the pharmacy. You will not need to submit a claim form to request any reimbursement.

Is there an annual limit on the amount of my diabetic medications and supplies I can receive at \$0 copay?

No. There is no annual limit. Your medications and supplies will be filled at their usual 30- or 90-day supplies.

I have another question that is not on this list. Who do I ask?

Call Baylor Scott & White Health Plan Pharmacy Customer Service at **800.728.7947**.



BSWHP reserves the right to terminate this Program at any time with a 30-day notice to all participants, at which time Rewards will also terminate as of the effective date of termination.

Health Maintenance Organization (HMO) products are offered through Scott and White Health Plan dba Baylor Scott & White Health Plan and Scott & White Care Plans dba Baylor Scott & White Care Plan. PPO and EPO products are offered through Baylor Scott & White Insurance Company. Baylor Scott & White Health Plan serves as a third-party administrator for self-funded employer-sponsored plans. Baylor Scott & White Care Plan and Baylor Scott & White Insurance Company are wholly owned subsidiaries of Baylor Scott & White Health Plan and are referred to collectively in this document as Baylor Scott & White Health Plan.