
Spring Update

Quick-Care Options

Fevers and flu, bumps and bruises can happen anytime. If your employees need care for non-life-threatening conditions and can't get to their doctor, these quick-care options feature shorter wait times and lower copays than the emergency room. Plus, referrals are not required.

- **Extended Hour Clinics** – Usually open evenings and weekends, these clinics are open when doctors' offices are closed. They can see you without an appointment for just about anything you'd normally see your regular doctor for.
- **Walk-in Clinics** – Found in some major pharmacies such as CVS and Walgreens, they treat minor infections such as rashes, minor burns, coughs, sore throat, eye pain or irritation, ear or sinus pain, burning with urination, minor fever, bumps, cuts, and allergic reactions.
- **Urgent Care** – They can provide X-rays, administer IVs and treat minor and moderately severe non-life-threatening conditions such as sprains, strains, mild asthma, nausea, diarrhea, stitches, animal bites, minor headache, and back pain.

It's important for employees to understand their options and to use their best judgment when deciding which option is right for them.

Cancer Screenings

Preventive care screenings can lead to early detection of cancer, the next best thing to prevention. Thanks to the Affordable Care Act (ACA), your employees may be eligible for mammography, colonoscopy and other preventive care services at no additional cost. Direct your employees to the [Health and Wellness Programs](#) page of our website — preventive care section — for a complete list of preventive care services.

Access Information by Using Our Self-Serve Tools

- **Employer Portal** – Get the information you need, when you need it. Submit enrollment requests/changes, view enrollment counts at a glance, request/print/email ID cards, pay invoices, and much more.

To request access to our employer portal, please contact your client management representative. If you would like your broker to have access to your specific employer portal, please complete the fillable [Employer Online Services Delegation Form](#) and return to the email address listed on the form.

Already registered? [Click here](#) to access the employer portal.

- **New Payment Platform** – Our new payment platform will be available in mid-April, only from the employer portal. You will no longer be required to maintain an additional login.

Please note that if you have a recurring payment set up in the current system, you will need to set up a new one. We are unable to transition them over, for the protection of your banking or credit card information.

- **Member Portal** – Your employees can order ID cards, view claims history and Explanations of Benefits (EOBs), review benefits and deductibles, and much more. They can access the member portal through trs.swhp.org or go straight there at portal.swhp.org.
- **MyBSWHealth App** – The easy, convenient way to manage healthcare and access benefits on the go. To get the app, visit the App Store or Google Play. For best results, employees should sign up with the same username/password they use to log in to the member portal.

Thank you,
Scott and White Health Plan

trs.swhp.org