

PY2020 **Open Enrollment**

trs.swhp.org

**Bringing out
the BEST**



Scott and White Health Plan

Open Enrollment

TRS-ActiveCare

Plan Year: September 1, 2019 – August 31, 2020

Open Enrollment: July 1, 2019 – August 23, 2019

When you're at the top of your game it's easier to bring out the best in those around you. From health coaching, to doctor's visits, to complex case management, Scott and White Health Plan is here to help you be your best every day.

Scott and White Health Plan

Our mission: Founded as a Christian ministry of healing, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

Our ambition: To be the trusted leader, educator and innovator in value-based care delivery, customer experience, and affordability.

Our goal: To blend care and coverage in a way that engages you in your own care, gives you the tools and resources to be an active participant and improves your health in a measurable way.



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Scott and White Health Plan

- SWHP member information available at trs.swhp.org or through the MyBSWHealth app
- \$0 copay for first sick visit per member
- \$0 copay for primary care visits for 0-19
- Wellness Assessment and Digital Health Coaching
- **New!** Naturally Slim



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SWHP is working to keep costs in check while offering the tools and resources that you need to access your healthcare coverage when and where you need it. These include:

- Member information – available on the member portal and the MyBSWHealth app for your android and iPhone. For more information on the MyBSWHealth app, visit trs.swhp.org.
- \$0 copay for the first sick visit per member
- \$0 copay for primary care visits for your dependents up to age 19
- Free Digital Wellness Assessment and Digital Health Coaching
- New this year: Naturally Slim – a common-sense, digital counseling program for building habits to help participants lose weight, improve their health and boost their overall quality of life. Naturally Slim is the leading program for combating obesity-related disease, like type 2 diabetes, heart disease and metabolic syndrome. You'll hear more about Naturally Slim after your plan year begins.



Self-Service Tools: Member Portal

- Find it on the TRS [website](https://trs.swhp.org) (trs.swhp.org)
- View, print or order a hardcopy member ID card or download an electronic version
- See an overview of plan benefits, track deductibles and out-of-pocket maximum
- Monitor claims and see the Explanation of Benefits for healthcare services



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Scott and White Health Plan offers a variety of self-service tools you can use anytime, anywhere. Through the member portal on the TRS [website](https://trs.swhp.org) (trs.swhp.org), you can:

- View, print or order a hardcopy member ID card or download an electronic version
- See an overview of plan benefits, track deductibles and out-of-pocket maximum
- Monitor claims and see the Explanation of Benefits for healthcare services
- And much more

Also on the portal, members can send an email to customer service and receive a response through the secure portal feature.



Self-Service Tools: MyBSWHealth

- Find it at [MyBSWHealth.com](https://www.mybswhealth.com) or the MyBSWHealth app
- Connects your insurance information with your patient information
- Pay bills
- Get test results
- Manage prescriptions and refills at Baylor Scott & White pharmacies
- Contact a care team member



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For a fully integrated experience with Baylor Scott & White Health providers, you can also access the member portal through [MyBSWHealth.com](https://www.mybswhealth.com) or the MyBSWHealth app.

Here, you can connect your insurance information with your patient information:

- Pay bills
- Get test results
- Manage prescriptions and refills
- Contact a care team member

The app is free and available in the App store or Google Play.

Another option for medical guidance is the nurse advice line which is open seven days a week, 24 hours a day at 1-877-505-7947.

If you need assistance with the portal, website or app, you may contact a customer service representative Monday - Friday from 7 a.m. - 7 p.m. at 1-800-321-7947 or TTY: 711.



Scott and White Health Plan Summary of Benefits for TRS

2019-2020 SWHP/TRS Plan Year Benefits

\$20 PCP Office Visit / \$70 Specialty Office Visit

Benefit	Copay
Medical Deductible	\$950 individual / \$2,850 family
Out-of-Pocket Maximum	\$7,450 individual / \$14,900 family (includes combined Medical and Rx copays, deductibles and coinsurance)
Primary Care Physician	\$20 Copay First primary care visit for illness - \$0 copay \$0 copay for primary care for children ages 0 - 19 (excludes wellness and preventive visits)
Specialist Office Visit	\$70
Preventive Care	\$0
Outpatient Surgery Facility	\$150 copay plus 20% after deductible
Inpatient Hospital	\$150 copay per day (\$750 max) plus 20% after deductible
Urgent Care	\$50
Emergency Room	\$500 after deductible
Manipulative Therapy	20% without office visit \$40 plus 20% with office visit (35 visits per calendar year maximum)

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Open enrollment is from July 1st through August 23rd. Let's see what's new for the 2019-2020 plan year with SWHP.

- The medical deductible is \$950 for individual and \$2,850 for a family.
- With SWHP, your out-of-pocket max includes the combined medical and Rx copays, deductibles, and coinsurance. It is \$7,450 for an individual and \$14,900 for a family.
- The copay for a primary care physician is \$20, but because SWHP wants you to feel better, we are waiving the copay for your first sick visit to your primary care physician. This first sick visit excludes wellness or preventive visits because those visits are at no charge to our members.
- We want your children to feel better, too, so there is a \$0 copay for primary care for children from birth to age 19.
- If you need to see a specialist, the office visit will be a \$70 copay. SWHP does not require you to have a referral.
- The outpatient facility charges are at a \$150 copay plus 20% after deductible.
- Your inpatient hospital stay requires a \$150 copay per day with a max of \$750 plus 20% after deductible.
- For Emergency Room visits, you'll pay a \$500 copay after deductible. This will be waived if you are admitted within 24 hours.
- For manipulative therapy, you'll pay 20% coinsurance without an office visit and a \$40 copay plus 20% with an office visit. This benefit has a limit of 35 visits per calendar year.

Unlimited Rx Benefit PLUS only \$5 for Preferred Generic Drugs

Prescription Drugs		
	Retail (up to 30-day supply)	Mail Order (up to 90-day supply)
Rx Maximum	Unlimited	
ACA Preventive	\$0	\$0
Rx Deductible Applies to Preferred Brand and Non-Preferred Drugs	\$150 per individual (Does not apply to preferred generics)	\$150 per individual (Does not apply to preferred generics)
Preferred Generic	\$5	\$12.50
Preferred Brand*	30% after Rx deductible	30% after Rx deductible
Non-Preferred Brand or Non-Preferred Generic	50% after Rx deductible	50% after Rx deductible

Rx copays and coinsurance apply to Out-of-Pocket Maximum.

** Please review the Group Value Formulary at trs.swhp.org for any changes that may affect medications you are currently taking.*



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Now, let's take a look at the prescription benefits. This chart shows the different drug benefits for each tier, depending on where you fill your prescriptions at a retail pharmacy or through mail order.

The good news is that ACA preventive prescriptions are available at a \$0 copay—that means they are free to you. Preferred generic drugs are at a \$5 copay and the deductible is waived.

It is important to note that Rx copays and coinsurance apply to the out-of-pocket max. If you have questions about specific medications, please see the Group Value Formulary at trs.swhp.org.

Is my prescription covered? What will I have to pay?

Scott and White Health Plan Pharmacy Team
is here to help.

PrescriptionServices@BSWHealth.org

800-728-7947

Mail Order Pharmacy: 817-388-3090



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Do you have questions about your prescription benefits and how they will be covered? If you do, please call or email the SWHP pharmacy team. They are ready to help with all your prescription needs.

It's Easy to Find a Provider

Our provider search tool allows you to:

- Search by name, specialty, and/or ZIP code
- See practice locations, contact information, and maps
- Add filters for things like gender, board certification, and accepting new patients
- Get details, including network participation and hospital affiliations

The screenshot shows the Scott & White Health Plan provider search interface. At the top left is the Scott & White Health Plan logo. At the top right is a 'NEED HELP?' link with the phone number 1-800-321-7947 and a note to report inaccurate directory data. The main heading is 'Health Plan Provider Search for TRS - Active Care Participants Network'. Below this is a search bar with fields for 'Enter doctor or facility name', 'City or Zip Code', and 'All Specialties'. A 'SEARCH' button and an 'Advanced Search ON' toggle are also present. Underneath, there are 'Advanced Search Criteria' with optional filters for 'Hospital Affiliation', 'Medical Group', 'Language', and 'max Distance'. There are also checkboxes for 'Gender' (radio buttons for 'Either', 'Male', 'Female'), 'Board Certified', and 'Accepting New Patients'. At the bottom, there is a blue banner with the Scott & White Health Plan logo, the slogan 'Bringing out the BEST', and the TRS ActiveCare logo.

Our Find a Provider tool makes locating an in-network provider easy. With this tool, you can:

- Search by name, specialty, or location
- See contact information and where their practice is located—there's even a map
- And, with the Advanced Search feature, you can drill down even further and search for things like gender, board certification, or only those providers accepting new patients

Try it yourself!

1. Go to trs.swhp.org
2. Click the button
3. You're on your way

A blue rectangular button with the text "Find a Provider" in white, centered on the button.

Remember: you are **not** required to select a Primary Care Physician. You may see any network physician without a referral.



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Don't take our word for it—try it yourself!

Go to trs.swhp.org and click on the "Find a Provider" link located at the bottom of the TRS home page and you will be on your way. Remember: you are not required to select a primary care physician. You may see any in-network physician without a referral.

You can also access the Find a Provider tool through the MyBSWHealth app.

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Thank you for your interest in Scott and White Health Plan

We look forward to being your health benefits provider and bringing out the best in YOU throughout the 2019-2020 school year.

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