

SUBJECT LINE: Important News: New ID Card and Phone Number



August 2020

Important Member News: New ID Card and Phone Number

Thank you for being a member of Scott & White Care Plans (SWCP). We are proud to serve your healthcare needs and have important news about the upcoming plan year.

New ID Card with New Member Number

You'll be receiving a new ID card in the mail in September. It will have a **new 12-digit member number** that you should share with your doctors, pharmacy and other healthcare providers to ensure your claims processing goes smoothly.

You can also access your new ID card through the MyBSWHealth app or by logging into the Member Portal at trs.swhp.org.

Be assured that any existing approved prior authorizations starting or ending on or after 9/1/2020 will be honored for your new member ID for any remaining unused services.

New Customer Service Phone Number

Starting September 1, you'll have a new customer service phone number: **(844) 633-5325**. This new number will be printed on your new ID card.

You can reach our customer service advocates from 7 a.m. to 7 p.m., Monday through Friday. Please use the existing number – (800) 321-7947 – for calls prior to September 1.

Nurse Advice Line and Pharmacy Help Desk

The phone numbers for the Nurse Advice Line and Pharmacy Help Desk remain the same. Call the Nurse Advice Line at (877) 505-7947 to speak with a nurse any time – 24 hours a

day, 365 days a year. Contact the Pharmacy Help Desk at (855) 205-9182 for pharmacy-related questions.

Thank you,

Scott & White Care Plans

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Visit the member portal at MyBSWHealth.com

Download the MyBSWHealth app



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