



Plan Year 2020-21 **Benefits Guide**



You're there for them. We're here for you.



Scott & White
CARE PLANS
PART OF BAYLOR SCOTT & WHITE HEALTH

Welcome, Central Texas
FirstCare Health Plans members.

Welcome to Scott & White Care Plans!

Welcome to Scott & White Care Plans (SWCP), a wholly owned subsidiary of Scott and White Health Plan, and part of the Baylor Scott & White family of companies. Whether you're a returning Scott and White Health Plan member, previously had coverage through FirstCare Health Plans, or you're new to us, we're glad you're here. With Scott & White Care Plans, you will have access to the renowned doctors, specialists and facilities of the Baylor Scott & White Health system. Baylor Scott & White Health (BSWH) provides full-range, inpatient, outpatient, rehabilitation and emergency medical services.

Beyond the Baylor Scott & White Health system, Scott & White Care Plans offers access to thousands of providers throughout Central and West Texas to ensure members have plenty of in-network options for care. You'll find useful information about what we have to offer in this booklet—and if you have questions, we're happy to answer them.

Got a question?

Our highly trained Customer Advocates can help you with things like finding a provider and answering questions about your benefits or claims. Whatever your question or concern may be, our Customer Advocates will work with you to resolve it as quickly as possible—in most cases, before you hang up the phone.

Contact us by phone

800.321.7947

7 AM – 7 PM

Monday – Friday

Contact us through the member portal

Log in at trs.swhp.org to send a secure email and receive a secure response.

Additional Resources

Nurse Advice Line

Nurses are available 24/7 to talk through your symptoms and help you make decisions on next steps, whether that's an appointment or an at-home remedy. The Nurse Advice Line phone number is on the back of your member ID card.

COBRA Health

General/Account Questions:

877.722.2667

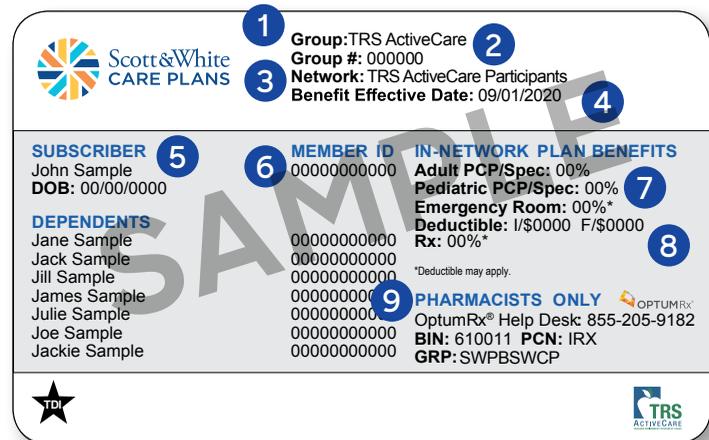
7 AM – 7 PM Monday – Friday

MyBenefits.WageWorks.com



Get to know your member ID card

- 1 Group name
- 2 Group ID number
- 3 Network name
- 4 Benefit effective date
- 5 Member name
- 6 Member ID number
- 7 Copays/coinsurance
- 8 Deductible
- 9 Pharmacy/prescription drug info



FOR PROVIDERS C

Electronic Claims:
Availity: 94999

Paper Claims: D
Scott and White Health Plan
PO Box 211342
Eagan, MN 55121

Prior Authorization:
Visit the provider portal
Fax: 800-626-3042
Phone: 866-384-3488

Provider Portal:
swhpprovider.firstcare.com

Card Issue Date:
08/01/2020

FOR MEMBER S

Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.

Important Information:

- In a medical emergency, call 9-1-1 or go to the nearest emergency facility.
- **Customer Service: 844-633-5325** (TTY/TDD: 7-1-1) A
- Telehealth options:
 1. Call MDLIVE: 800-718-5082
 2. Download the MyBSWHealth App B
- 24/7 Nurse Line: 877-505-7947
- Self-Service Portal: my.bswhealth.com
- To avoid out-of-network costs and provider balance billing, find a provider at trs.swhp.org

- A Customer service phone number
- B 24/7 Nurse Line
- C Information for providers
- D Claims mailing address

You can request a replacement ID card through the member portal or access an electronic card at any time through the MyBSWHealth app.

The ID card above is a sample. The exact location of certain elements may vary on your card.

Explore your member portal

There's a wealth of online information, resources, and functionality available 24/7 in our member portal, accessible from your computer or mobile device. You'll find a link to the portal on our website: trs.swhp.org.

Download and/or print:

- ID cards
- Benefit Plan Documents
- Claims summaries and Explanations of Benefits
- Prescription medication history
- Drug formulary
- Pending, approved and denied authorizations

Plus you can:

- Find a provider
- Make an appointment with a BSWH doctor
- Complete a health assessment
- Access virtual care options (eVisit and Video Visit)
- Track your deductible and out-of-pocket maximum
- Message your BSWH doctor
- Refill a prescription at BSWH pharmacies
- Verify eligibility
- View/update demographic information
- Learn about, and register for, the Expecting the Best® Maternity Program



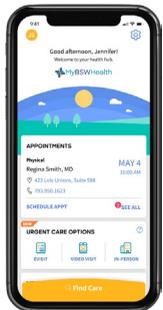


Download the MyBSWHealth app

Virtually all of the information in the member portal is available on your phone through the MyBSWHealth app. For example, you can view a digital copy of your ID card, see plan details, and track your deductible and out-of-pocket maximum for yourself and your dependents. Use the same user name and password you set up for the member portal to log in to the app. To learn more, visit our website:

trs.swhp.org

Be sure to link your account in the app:



1. Tap the gear icon  (top right corner of app welcome screen)
2. Tap “Manage Linked Accounts”
3. Tap “Link Account”
4. Enter member information



Experience virtual care • \$0 copay

MyBSWHealth

8 AM - 8 PM, 7 days a week

Receive care from the comfort of your home, or anywhere in Texas, at no cost to you.

Conduct an eVisit for common medical conditions and get care fast

- Complete an online interview about your symptoms; it takes only 5-10 minutes
- Receive a response from a Baylor Scott & White Health provider within one hour
- Prescriptions (if needed) will be sent immediately to your preferred pharmacy

Schedule a same-day Video Visit with a provider, face-to-face

- Schedule your appointment
- Talk with a Baylor Scott & White Health provider live about your symptoms
- Visits are quick: just 10-15 minutes
- Prescriptions (if needed) will be sent immediately to your preferred pharmacy



Virtual care powered by MDLIVE

24 hours/day, 7 days a week

Additional virtual care options, powered by MDLIVE, are available 24 hours a day, 7 days a week. These options provide access to board-certified doctors, as well as licensed therapists and more, for general health and behavioral health concerns. You can visit with a doctor by phone, secure video, or the MDLIVE app. Learn more at MDLIVE.com/SWHP.



Better health starts with you

Elevate your well-being with Scott & White Care Plans' comprehensive suite of digital resources. Log in to your member portal to get started.

Digital Health Coaching – 6-week coaching modules with action plans, important articles, online seminars and video content on topics that include:

- Live Tobacco Free
- Healthier Diet
- Less Stress
- Healthy Weight
- Active Living

Progress Tracker – The digital platform has a dashboard to help you keep track of important health information like A1C, weight/BMI, cholesterol, blood pressure and physical activity. These biometric measurements can be charted over time to monitor your long-term health.

Fitness Tracker Integration – Synchronize your personal fitness tracker with the wellness platform to monitor your physical activity progress on the dashboard.

Digital Health Library – Access to articles, videos, recipes and other content to support a healthier life. You can search for condition-specific information or explore highlighted topics.

Challenges – Sometimes you need extra motivation to go the extra mile. You can participate in step challenges, hydration and even relaxation challenges.

Online Community – Access to online community forums where you can give and receive support for goals as well as get feedback from health coaches in the community.

Well-Being Assessment

The Well-Being Assessment is a simple, digital health survey that helps you take steps toward a more vibrant and healthier life. The Well-Being Assessment asks questions about your life and delivers customized action steps from our Lifestyle Management Program. Modules are self-paced, available online, and convenient for promoting physical and mental health – **all things to help you feel your best.**

You'll find a link to the assessment on the Health and Wellness Programs page on trs.swhp.org.

natura)(yslim®

You don't have to give up your favorite foods to lose weight and feel your best.

Ever wonder how some people can eat all their favorite foods and not gain weight? Naturally Slim is an online program that will teach you how. And here's a hint: it doesn't include starving, counting calories or spending hours prepping 'approved' foods. Scott & White Care Plans gives you the chance to learn how to eat the foods you love while reducing your risk of developing serious conditions, like diabetes or heart disease.

Naturally Slim is available at NO COST to you and is accessible by computer and mobile device so you can participate whenever it's convenient, wherever you are.

For more information about Naturally Slim, visit trs.swhp.org

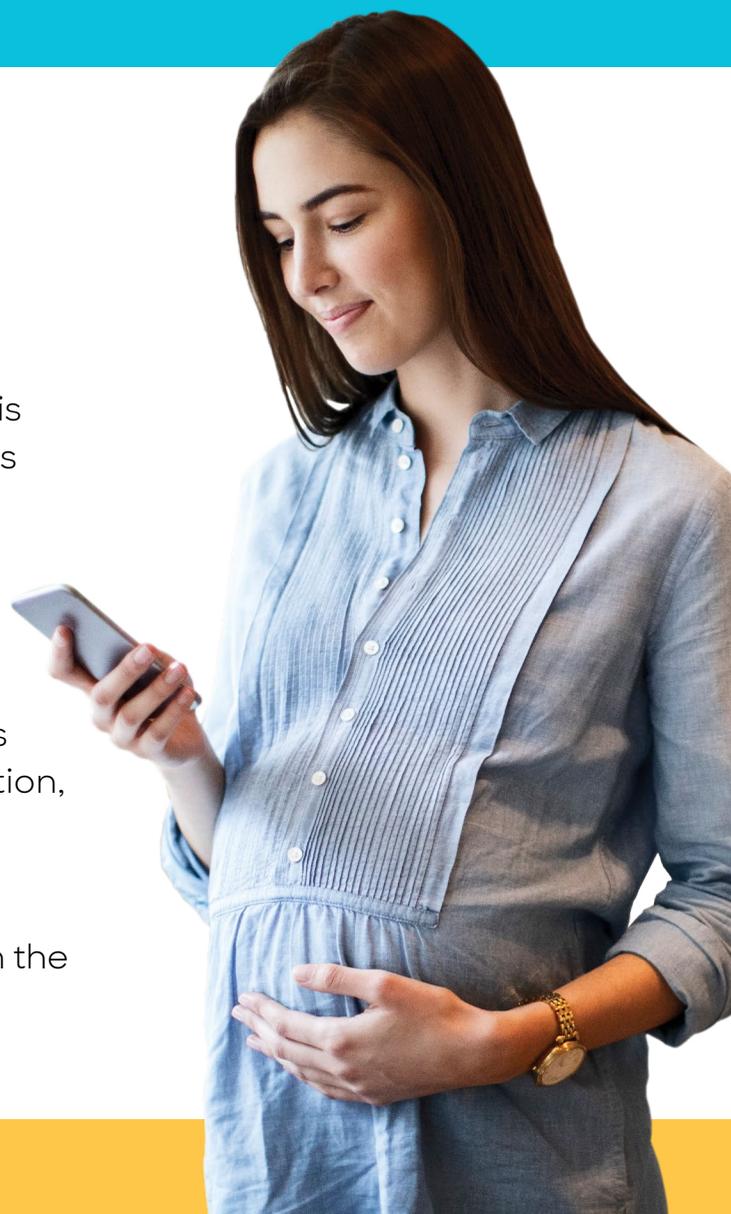
Expecting the Best® Maternity Program

We are pleased to offer a maternity program for pregnant Scott & White Care Plans members. This initiative is focused on helping expectant mothers enjoy a healthy pregnancy.

Once enrolled, participants can benefit from diverse program features for the duration of their pregnancy and one year postpartum. Participants receive helpful educational materials across distinct categories, including proper nutrition, early identification of pregnancy risk factors and available resources for any complications.

Sign up by calling the customer service number on the back of your ID card or send an email to:

HPMaternityCaseManagement@BSWHealth.org.



Stay better, longer

Complex Case Management

If you have chronic conditions or complex care needs, our nurse case managers will work with you, your family, and your physician to create and manage your care plan. Case managers advocate for you and can help you navigate the healthcare system and arrange the services you need. They can also answer questions and help you understand your condition and care plan. If Disease Management is right for you, they'll incorporate the program into your care. There is no additional cost to you for this voluntary program. It's all part of our goal to help you get the best possible results and the greatest value from your health plan.

Disease Management

Disease Management empowers you to manage your chronic condition and help prevent complications. We work with your healthcare providers to identify chronic conditions quickly and treat them effectively. We can also identify self-care activities that help you manage your condition at home. Together, we'll work to slow down the progression of your disease and help you **stay better, longer**.

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 is to be the trusted leader, educator and innovator in value-based care delivery, customer experience, and affordability.

As one of the top-rated private health insurers in Texas, we are proud to cover members across North, Central and West Texas.



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trs.swhp.org

HMO products are offered through Scott and White Health Plan and Scott & White Care Plans. Insured PPO and EPO products are offered through Insurance Company of Scott and White. All are Texas registered insurance companies.

Scott & White Care Plans and Insurance Company of Scott and White are wholly owned subsidiaries of Scott and White Health Plan.