

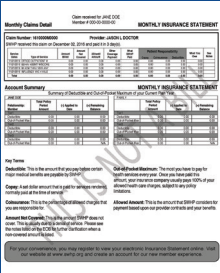
4. Click on the claim number to view the EOB. The EOB tells you what portion of a claim was paid to the provider and what portion of the payment, if any, you may owe.

5. If the amount you owe is being applied to your copay, deductible or coinsurance for medical services rendered that were not paid at the time of service, your provider is likely to bill you for that amount.*

6. If the billed amount does not match the amount your EOB says you owe, contact your provider billing office for clarification.


7. If there is not an EOB available for the date of your visit, contact your provider to confirm a claim has been submitted to Scott and White Health Plan (SWHP). You may have to confirm your insurance information is up-to-date or provide it if they don't have it on file.

8. If your provider is in-network (Tier 1 or 2) and they are billing you more than the allowed amount, contact SWHP Customer Advocacy at 844-843-3229 for assistance.




Sample Page from EOB

***IMPORTANT:** If you are in the HRA plan, review your HRA to confirm whether you have funds available and if payment has been issued from your HRA. If payment was issued, allow 10-14 days for payment to be posted to your provider's account. If the payment has not been issued, contact SWHP Customer Advocacy at 844-843-3229 for assistance.



Scott & White
HEALTH PLAN



Baylor Scott & White
HEALTH

844-843-3229
(TTY 1-800-735-2989)

bswh.swhp.org



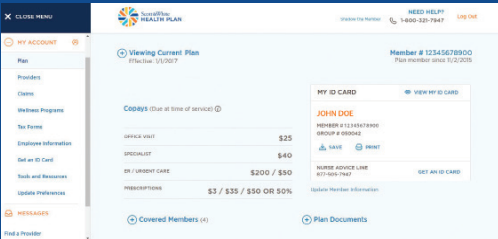
Saving time and money with Quick-Care Options

Avoid Overpaying Medical Bills

Did you receive a bill for a service you believe should have been paid by your medical plan?

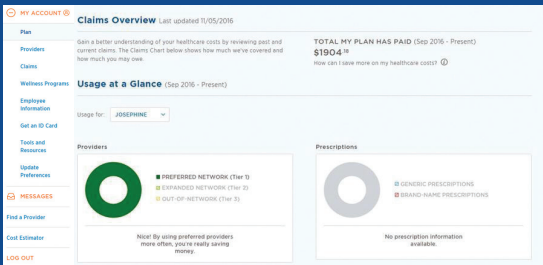
Before you write a check to your health care provider, follow these steps to confirm the bill you received is accurate.

1. Access your Member Portal at bswh.swhp.org to review your Explanation of Benefits (EOB).



Member Portal Home Page

2. Once you are logged on, from the Menu bar on the upper-left corner of the screen, click on Claims.



Member Portal Claims Page

3. From the Claims page, search for the date of your visit.

Avoid Unnecessary ER Visits with Quick-Care Options

If you need care for non-life-threatening conditions and can't get to your doctor, consider these quick-care options to protect your health and your wallet.

E-Visits

An online diagnosis and treatment service for minor conditions such as:

- Acne
- Hay fever/allergies
- Canker or cold sore
- Cold
- Influenza prevention and/or influenza (the flu)
- Sinus infection or sore throat
- Pink eye (conjunctivitis)
- Constipation and/or diarrhea
- Vaginal yeast infection
- Female bladder infection
- Quitting tobacco

Access E-Visits* from mybswhealth.com or from the MyBSWHealth app.

- Register
- Answer a few questions
- Receive your diagnosis and treatment plan within an hour (8 a.m. to 8 p.m. Central time)

If you've seen an E-Visit qualifying provider (a HealthTexas provider in North Texas or a Baylor Scott & White Health provider in Central Texas) in the last 12 months, you and your eligible dependents have access to E-Visits.

*Conditions treated may vary slightly by region.

Find an urgent care center or walk-in clinic.
Go to Find a Provider on bswh.swhp.org. Open the All Specialties dropdown menu, select urgent care or walk-in clinic, as applicable, and enter your City or ZIP Code in the appropriate box, then Search.

Urgent Care

Can provide X-rays, administer IVs and treat minor and moderately severe non-life-threatening conditions such as:

- Sprains, strains
- Cough, sore throat
- Mild asthma
- Nausea, diarrhea
- Burning with urination
- Rash, minor burns
- Ear or sinus pain
- X-rays
- Minor fever, cold
- Allergic reactions
- Stitches
- Eye pain or irritation
- Animal bites
- Minor headache
- Back pain
- Shots

Walk-in Clinics

Are found in some major pharmacies or retail stores, such as CVS, Tom Thumb, Walgreens, and treat minor infections such as:

- Rash, minor burns
- Cough, sore throat
- Eye pain or irritation
- Ear or sinus pain
- Burning with urination
- Minor fever, cold
- Allergic reactions
- Bumps, cuts, scrapes
- Some may also offer vaccinations, pregnancy tests and routine physicals

Advantages of Quick-Care Options

- No appointments needed
- Convenient hours
- Treatment Recommendations
- Skilled staff
- Lower prices

