

PY2021

# Benefit Plan Highlights



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

ERS<sup>®</sup>  
EMPLOYEES RETIREMENT  
SYSTEM OF TEXAS

# 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. We are proud to partner with ERS to offer healthcare coverage to those eligible under the Texas Employees Group Benefits Program (GBP), the largest group enrolled in SWCP. Currently, SWCP covers more than 18,000 GBP participants and their dependents.

If you have questions or need more information, please contact the following:

- For questions about your healthcare benefits, call SWCP toll-free at (800) 321-7947 (TTY: 711) and speak to a Customer Service Advocate
- For questions about enrollment and premiums, contact your benefits coordinator
- Employees of Health and Human Services (HHS) agency should contact the HHS Employee Service Center at (888) 894-4747
- Retirees should call ERS Customer Service toll-free at (877) 275-4377

## 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 a.m. – 7 p.m. CT

Monday – Friday

### Contact us through the member portal

Log in at [ers.swhp.org](https://ers.swhp.org) to send a secure email and receive a secure response.

## Additional Resources

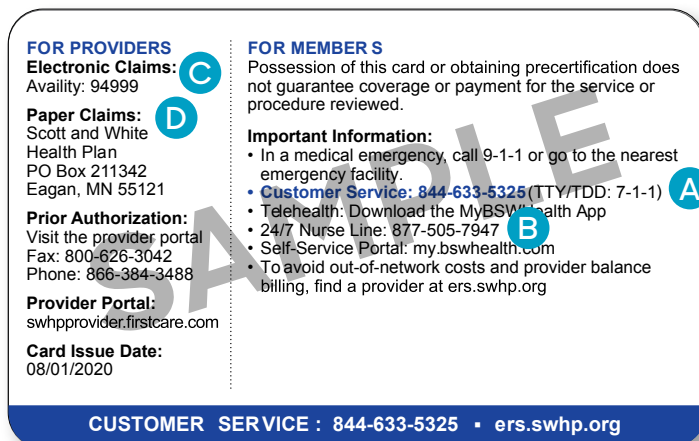
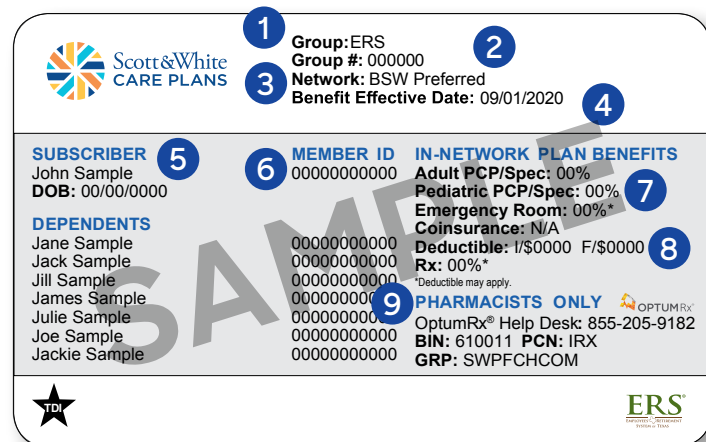
### Nurse Advice Line

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.



# 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



- 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 information, resources and functionality available 24/7 on our member portal, accessible from your computer or mobile device. You'll find a link to the portal on our website: [ers.swhp.org](https://ers.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

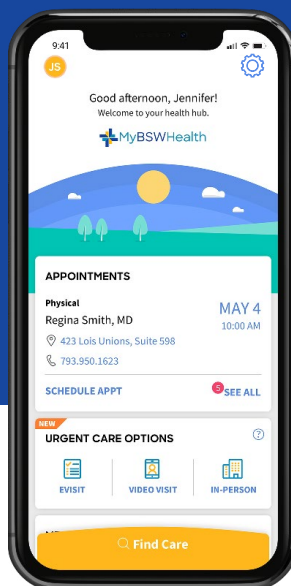





# Download the MyBSWHealth app

Almost 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: [ers.swhp.org](https://ers.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

## Find a Provider

Our provider search tool at [ers.swhp.org](https://ers.swhp.org) allows you to:

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

Go to [ers.swhp.org](https://ers.swhp.org) and scroll down the page to “Find a Provider” and you will be on your way.

**Need more help?**

Call the Baylor Scott & White Quality Alliance Health Access Line:  
**(844) 279-7589**

# Experience virtual care • \$0 copay

## MyBSWHealth

8 a.m. – 8 p.m., 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

- Click the eVisit icon under "URGENT CARE OPTIONS"
- Complete an online questionnaire about your symptoms; it takes only 5-10 minutes
- You will get a response from a Baylor Scott & White Health provider within one hour
- Prescriptions (if needed) will be sent immediately to your preferred pharmacy

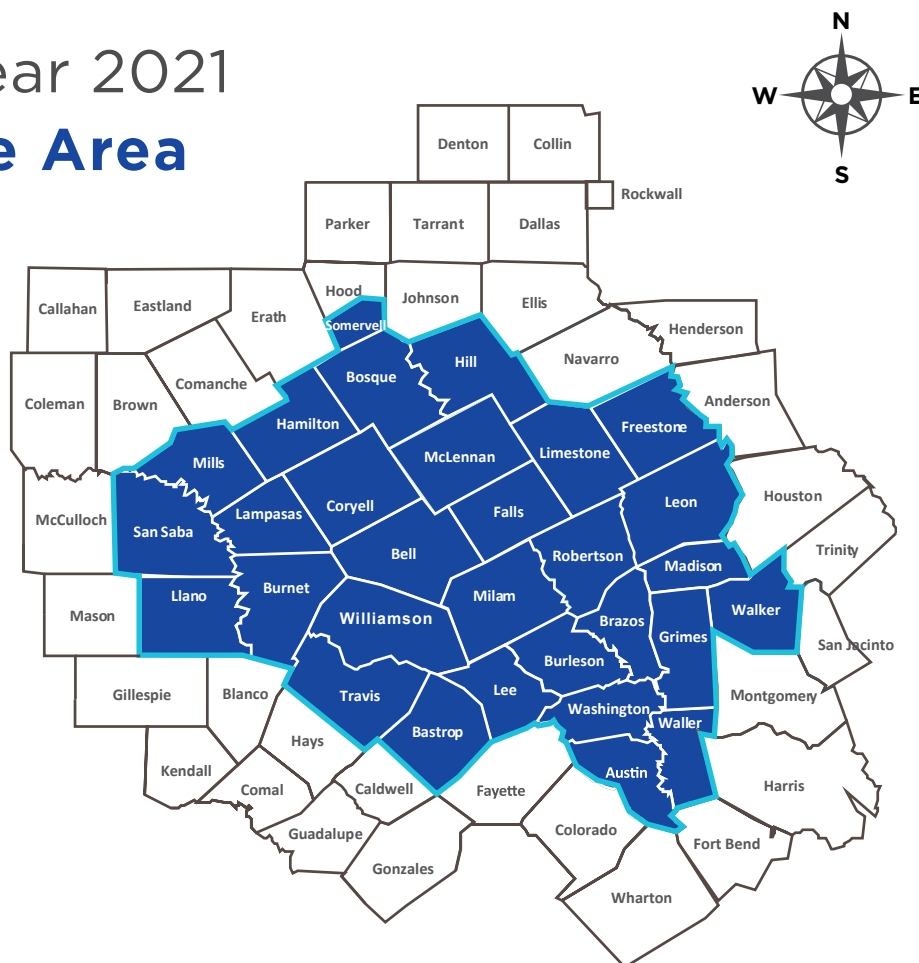
### Schedule a same-day Video Visit with a provider, face-to-face

- Click the video visit icon under "URGENT CARE OPTIONS" to 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



## Plan Year 2021 Service Area

If you live or work in one of the blue counties, you will be eligible to participate in the GBP administered by SWCP for Plan Year 2021.



# Better health starts with you

Elevate your well-being with SWCP's comprehensive suite of digital resources. Log in to your SWCP member portal to get started.

**Digital Health Coaching** – Six-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 at [ers.swhp.org](https://ers.swhp.org).

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## 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. SWCP 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 [ers.swhp.org](http://ers.swhp.org)

## Expecting the Best® Maternity Program

We are pleased to offer a maternity program for pregnant SWCP 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](mailto: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**.

## Accountable Care Organization

As a member of a health plan working with an Accountable Care Organization, you can expect care that is:

**HIGH-QUALITY.** You should expect the care you receive to be safe, timely, effective, efficient, equitable and patient-centered.

**COORDINATED.** Your doctor guides your care team and coordinates appropriate services across all sites of care that might include a specialist's office, the hospital, or laboratory and imaging services.

**CONVENIENT.** Many of our doctors and facilities offer same-day appointments, extended hours, and onsite laboratory and imaging services. Urgent care centers and retail care clinics like Walgreen's and CVS are in the BSW Preferred network.

**COMPREHENSIVE.** The BSW Preferred network of primary and specialty care doctors and facilities is broad. We are confident we can meet your care needs.

**COST-EFFECTIVE.** Copays and out-of-pocket expenses are kept in check when your care needs are delivered inside the BSW Preferred network (doctors, hospitals, laboratory, imaging and post-acute care.) All other providers are considered out-of-network and no benefits are available for services other than emergency situations.



## 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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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.