

We all need a little help sometimes. We're making it easy for you to get the care you need when you need it.

## Get Help Finding a Doctor

SWHP ERS members are part of an integrated health solution called Baylor Scott & White Preferred. Baylor Scott & White Preferred providers belong to the BSWQA Accountable Care Organization (ACO) and are contracted with SWHP to provide care for you. In our ACO, doctors, hospitals, SWHP and others work together to make sure you get the right care at the right time and at the right cost.

For help finding an in-network doctor, you can call the HealthAccess line at (844) BSW-QLTY (**844-279-7589**).

## Get Help without Leaving Home

Receive quality and convenient care with a Baylor Scott & White doctor using MyBSWHealth on a smartphone, computer or tablet. Just like a traditional office visit, you choose which doctor you will see. This could be your established doctor or a new doctor. To find a new doctor for a video visit:

- [Search for a doctor here](#)
  - Enter your area of concern (like “Mental Health”) in the field marked “Condition, Treatment, Specialty, Doctor or Location
  - Enter “Scott and White Health Plan” in the “Insurance” field
  - Choose whether you want to search near your current location or by ZIP code
- Select a doctor, schedule an appointment, and your doctor will contact you to convert your appointment to a video visit as appropriate.

[Click here](#) for more information on this type of video visit.

## Get Help Online

- **Wellbeing Assessment** – this online program 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. [Take the assessment.](#)
- **Digital Coaching** – In addition to the wellness assessment, our digital wellness platform offers Digital Health Coaching: six-week coaching modules with action plans, important articles, online seminars and video content on topics such as “Less Stress.”
- **Online Community** – The digital wellness platform gives you access to online community forums where you can give and receive support and get feedback from health coaches in the community.

## Get Help by Phone

Nurses are available to our members 24 hours a day, 365 days a year. Our nurses provide information about taking care of yourself at home or they can help you decide if an appointment, an urgent care visit, or an emergency room visit is best for your symptoms. Call the Nurse Advice Line anytime at (**877**) **505-7947**.