



Welcome to Summer Enrollment for Plan Year 2021, which runs from September 1, 2020 through August 31, 2021.

Those of you who have been with us before may notice a new name this year: Scott & White Care Plans.

Scott & White Care Plans (SWCP) is a wholly owned subsidiary of Scott and White Health Plan, and part of the Baylor Scott & White family of companies. ERS's legal insuring entity under the Scott and White Health Plan family of companies has been our subsidiary, Scott & White Care Plans, since January 2019. Your member ID cards and contract documents have shown that brand name since 2019. And now, the majority of your member materials will also show that name and logo going forward. Nothing about the care and coverage you are getting from us has changed. No matter how we structure our organization, we are still the same local company you have come to know.

Participant benefits, network and coverage will not change. We are proud to partner with ERS to offer healthcare coverage to those eligible under the Texas

Employees Group Benefits Program (GBP). Currently, we cover more than 15,000 GBP participants and their dependents, making you part of the largest group enrolled in SWCP.

SWCP Service Area

If you live or work in one of the counties shown in blue, you are eligible to participate in the ERS Group Benefits Plan administered by SWCP.



ERS
EMPLOYEE RESERVE SYSTEM
OF TEXAS

Our service area for ERS includes 30 counties in Central Texas as shown on this map. If you live or work in one of the counties shown in blue, you are eligible to participate in our plan.

Let's take a look at the healthcare benefits available through SWCP and the Baylor Scott and White Preferred HMO product.



Scott & White
HEALTH PLAN
PART OF BAYLOR SCOTT & WHITE HEALTH



Baylor Scott & White
QUALITY ALLIANCE



Scott & White
CARE PLANS

- Not-for-profit Health Maintenance Organization (HMO) established in 1982
- Offered since 1982 for State of Texas employees, retirees and dependents, and since 1992 for Higher Education employees, retirees and dependents
- Available in 30 Central Texas counties
- Accountable Care Organization (ACO) affiliated with Baylor Scott & White Health
- Healthcare providers who agree to be jointly accountable for improving quality, managing the health of patient populations and reducing healthcare costs




ERS
EMPLOYEES RETIREMENT
SYSTEM - TEXAS


Scott & White **Care Plans** is a Health Maintenance Organization also known as an HMO.


We are proud to **be a part of** the Employees Retirement System for 38 years now, bringing local coverage to State of Texas retirees and their dependents since 1982, and Higher Education employees, retirees and dependents since 1992.

We work with Baylor Scott and White Quality Alliance, one of the largest Accountable Care Organizations (ACO) in the nation, to bring you Baylor Scott and White Preferred HMO. No referrals are required to see an in-network specialist.




Scott & White
HEALTH PLAN
PART OF BAYLOR SCOTT & WHITE HEALTH






Baylor Scott & White
QUALITY ALLIANCE



How it works:

- Your Primary Care Doctor (PCP)—if you select one*—is considered the captain of your care team.
- Your PCP uses electronic health records to help keep you and your care team informed about other doctors you may be seeing, what medicine you're taking, your health history and your test results—in real time.
- Your doctors are held accountable for achieving quality, patient satisfaction and cost measures.

* This is an open-access plan – you can go to any network provider without a referral. PCP selection is NOT required.



ERS
EMERGENCY RESPONSE SYSTEM

Here's how it works: You'll access the BSW Preferred HMO network and select a provider. The BSW Preferred HMO is an Open Access HMO, which means a member can go to **any network provider** without a referral. Even though you don't have to select a primary care physician—often called a PCP—it's a good idea to establish a relationship with a doctor to help you reach your overall wellness goals.

If you select a primary care doctor, they will act as the captain of your care team and direct your care. Using electronic records, every member of the care team can see health history, any medicine you're taking and any test results, in real time. Your doctors are held accountable for achieving quality, patient satisfaction and cost measures, ensuring you receive the most comprehensive, compassionate and cost-effective care possible.



Scott & White
HEALTH PLAN
PART OF BAYLOR SCOTT & WHITE HEALTH



Baylor Scott & White
QUALITY ALLIANCE



Scott & White
CARE PLANS

Working together to improve your experience

- Member Communication
- Customer Service
- Pharmacy Services
- Claims Processing
- Account Management
- Preventive Health Services
- Chronic Disease Management
- Comprehensive Care Management
- Patient Record Management through Electronic Health Record System
- Accountability for Member Care



ERS
ELECTRONIC RECORDS
SYSTEM & TEAM

SWCP and the Baylor Scott and White Quality Alliance work together to make sure your healthcare experience is seamless.

As in the past, SWCP will be responsible for communicating with you about your health coverage. We process your medical and pharmacy claims and our Customer Service Advocates will answer any questions you may have about your claims or coverage. If you need assistance, we're only a phone call away.

As part of the Baylor Scott and White Quality Alliance, your provider will take a lead role in managing your overall care — including preventive services and chronic conditions — and will be an accountable partner with you in reaching your health goals.



Plan Year 2021 Benefits

NEW Benefit

- MyBSWHealth Same-day Video Visits – available at \$0 copay

Continuing Benefits

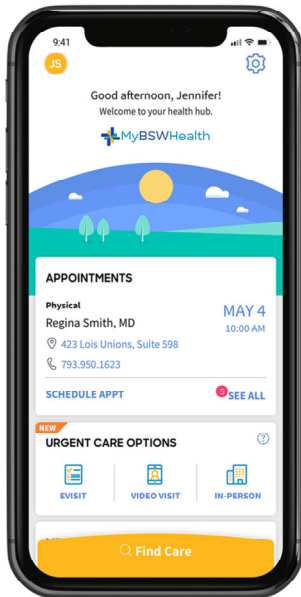
- eVisits – available at \$0 copay
- Naturally Slim weight loss program – available at \$0 copay
Enroll anytime!



A new benefit that recently went into effect is MyBSWHealth same-day video visits. Available at \$0 copay, this virtual care option gives you the opportunity to see and be seen by a doctor from the comfort of your home.

We're continuing to offer these great benefits for PY21:

- eVisits - An in-clinic experience online, for no copay
- Naturally Slim, the leading digital behavioral counseling program for metabolic syndrome reversal, weight management and diabetes prevention. This unique curriculum is still available at no cost to you, and you can enroll any time.



Healthcare in a snapp

Be sure to link your health plan account in the app:

1. Tap the gear icon in the top right corner
2. Tap “Manage Linked Accounts”
3. Tap “Link Account” under SCOTT & WHITE HEALTH PLAN
4. Enter member information



Receive care from the comfort of your home, or anywhere in Texas.

Conduct an eVisit for common medical conditions and get care fast:

- You’ll complete an online interview about your symptoms; it takes only 5-10 minutes
- You’ll receive a response from a Baylor Scott & White Health provider within one hour
- Prescriptions (if needed) will be sent immediately to your preferred pharmacy
- Clinicians are available seven days a week, 8:00 AM – 8:00 PM. If you complete the survey after 8:00 PM, you will receive a response by the next day.

Or if you prefer, you can schedule a same-day Video Visit with a provider, face-to-face:

- Simply schedule your appointment, then 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
- Clinicians are available seven days a week, 8:00 AM – 8:00 PM.

Be sure to link your SWCP account in the MyBSWHealth app so your claim can be properly processed.



Naturally Slim

A unique mindful-eating curriculum combined with technology to teach people the skills needed to sustainably lose weight and improve their health—while eating foods they love.

- NO COST to ERS members.
- Accessible via computer and mobile device
- Learn more at ers.swhp.org.

ERS
EMOTIONAL RESILIENCE
SYSTEM & TOOL

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.

Here's a hint: it doesn't include starving, counting calories or spending hours prepping "approved" foods. This is your 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 via computer and mobile device so you can participate whenever it's convenient, wherever you are.

To learn more about Naturally Slim, visit the Benefits Information page at ers.swhp.org

Brief Summary of PY21 Benefits

Benefit	Member Pays
*PCP office visit	\$25
*Specialist office visit	\$40
**eVisit	\$0
Diagnostic Lab & X-Ray	20%
Outpatient surgery facility	\$100 copay plus 20%
Inpatient hospitalization	\$150 copay per day plus 20% (up to \$750 copay max per admission; \$2,000 max copay per person per year plus 20%)
Out-of-pocket maximum	\$6,750 per person \$13,500 per family
Emergency Room – in-area and out-of-area covered at listed copay. If hospitalized, copay is applied to hospital confinement.	\$150 copay plus 20%
Urgent care clinic or at an urgent care facility	\$50 copay plus 20%

*Under the Affordable Care Act, certain preventive and women's health services are paid at 100% (i.e., at no cost to the member) dependent upon physician billing and diagnosis. In some cases, you will be responsible for payment of some services.

Here's a brief summary of benefits. As always, pre-existing conditions are covered, and emergency services are covered worldwide. No matter where you are when an emergency occurs, your emergency room visit is covered as in-network. Network affiliation does not apply for emergencies.

PY21 Prescription Drug Benefits

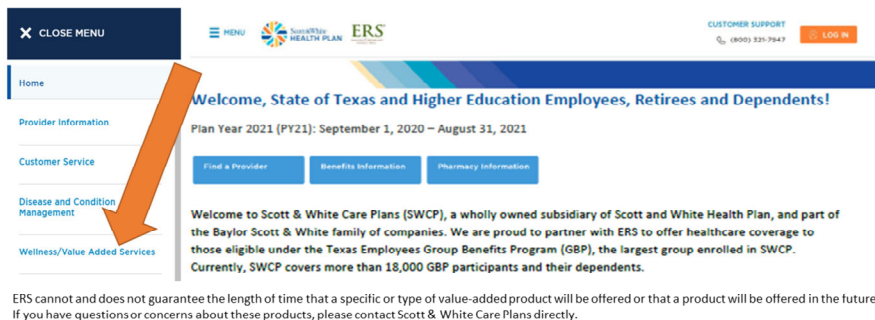
Benefit	Member Pays Tier 1 / Tier 2 / Tier 3
Retail Non-Maintenance	\$10 / \$35 / \$60
Retail Maintenance	\$10 / \$45 / \$75
Mail Order (90 days)	\$30 / \$105 / \$180

This chart lists the different copays for each tier — depending on where you fill your prescription - at a **retail** pharmacy or **through mail order**. For more information about your prescription drug benefits, see the Group Value Formulary on the Pharmacy Information page at ers.swhp.org.



Value-Added Benefits

- **Well-Being Assessment** - creates a complete summary of your health, and lays out steps to improve it.
- **Digital Health Coaching** - 6-week coaching modules with action plans, important articles, online seminars and video content.



We offer a variety of online wellness programs to assist you with healthy choices. Programs currently include:

The Well-Being Assessment, which creates a complete summary of your health, and then lays out steps to improve it. We guide you to make healthier choices and lifestyle changes that will help you prevent disease. Your Well-Being Assessment will provide you with personalized strategies designed by healthcare professionals to help you make healthy lifestyle choices.

Digital Health Coaching is also available. This consists of 6-week coaching modules with action plans, important articles, online seminars and video content. Current modules include:

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

You'll find more information on ers.swhp.org. Just click on the dropdown menu on the top left of the page and choose Wellness-Value Added Services.



Stay Better, Longer

- **Disease Management** – for chronic conditions
 - A team effort with your healthcare providers to identify and treat chronic conditions
 - Identify self-care activities to help you manage your condition
- **Complex Case Management** – for chronic conditions or complex care needs
 - Nurse Case Managers work with you, your family and your physician
 - Help navigating healthcare system and getting the services you need
 - Answer questions and help you understand your condition and care plan
- **Available at NO additional cost. Learn more at ers.swhp.org**

ERS cannot and does not guarantee the length of time that a specific or type of value-added product will be offered or that a product will be offered in the future. If you have questions or concerns about these products, please contact Scott & White Care Plans directly.



Please visit our website at ers.swhp.org to learn more about the many additional benefits SWCP offers, including our Disease Management and Complex Case Management programs as well as our Well-Being Assessment, Digital Coaching, and more.

Please note that these programs are value-added. ERS cannot and does not guarantee the length of time that a specific value-added product may be offered.



Customer Service

(800) 321-7947

TTY (800) 735-2989

7 a.m. - 7 p.m.
Monday – Friday

For questions about enrollment:
hpsummerenrollment@bswhealth.org

Nurse Advice Line

- (877) 505-7947
- 24 hours a day
- 7 days a week

eVisits / Video Visits

- MyBSWHealth.com or MyBSWHealth app
- 8 a.m. – 8 p.m.
- 7 days a week

Whenever you need additional assistance beyond our online member tools, we encourage you to contact a customer service advocate toll-free at (800) 321-7947. This number is answered Monday through Friday from 7 a.m. to 7 p.m., CT. You'll find that number conveniently located on the back of your member ID card.

You can also email your enrollment questions to hpsummerenrollment@bswhealth.org.

Remember, you can call the Nurse Advice Line anytime and you can have an eVisit or Video Visit between the hours of 8 a.m. to 8 p.m., seven days a week.

Thank you for your time today, and welcome to Scott and White Care Plans.