

Scott and White Health Plan – Here With You Through COVID-19

Updated March 5, 2021

Scott and White Health Plan (SWHP) and Baylor Scott & White Health are actively monitoring COVID-19 and vaccine developments and are working together to ensure members get the care and coverage they need, when they need it most.

We have more information on COVID-19 and how to keep your loved ones safe at [BSWHealth.com](https://www.bswhealth.com).

BENEFIT UPDATES

Vaccine Coverage

The COVID-19 vaccine will be available to Scott and White Health Plan members at zero out-of-pocket cost, through in- or out-of-network providers.

Expanded Telehealth Coverage and COVID-19 Testing and Treatment

Effective March 6, 2020, and until further notice, SWHP is waiving all member cost-sharing for care related to COVID-19, which includes testing, telehealth services, outpatient office visits, and inpatient hospital stays.

All telehealth medical care is also covered at a \$0 copayment, whether the service is provided through the member's in-network physician, or through [myBSWHealth.com](https://www.myBSWHealth.com) or the [myBSWHealth app](#).

Prescription Drug Refills and Rx Prior Authorizations

In conjunction with our pharmacy benefit manager, OptumRx, SWHP is amending its prescription drug policies to ensure an uninterrupted supply of medication during the COVID-19 threat.

- **Early Refills.** You may obtain an early refill of your prescription medications if you have refills remaining on file at a participating retail or mail-order pharmacy. The refill obtained will stay consistent with the standard days' supply previously filled as allowed by your plan (e.g., 30- or 90-day supply).
- **Extended Authorizations.** We are extending prescription drug approvals (prior authorizations) for most medications for an additional 90 days, for members whose authorizations expire on or before May 1, 2020.

POTENTIAL SCHEMES RELATED TO COVID-19

Scammers are using telemarketing, text messages, door-to-door visits as well as social media to conduct their fraudulent activities. These individuals are offering COVID-19 tests, grants and prescription cards in exchange for personal information to benefit themselves and harm the public.

Ways to protect yourself from fraud, waste and abuse schemes:

- Never share information to unknown individuals. This should include date of birth, social security number, Medicaid or Medicare numbers, health care details, financial or other personal identifiable information. Sharing this type of information can lead to identity theft.
- Review your explanation of benefits (EOB) or MyBSWHealth for suspicious activity or claims.
- Ignore offers or advertisements for COVID-19 testing or treatments on social media.
- Never post photos of your COVID-19 vaccination cards on social media.
- Do not open links in text messages from unknown individuals.
- Do not trust any unexpected calls or visitors offering COVID-19 tests or supplies.
- Do not pay anyone to speed up your vaccine eligibility.
- Report suspected fraud to health plan helpline: 1-866-399-8161

WHAT TO DO IF YOU'RE SICK

If you feel sick with fever, cough or have difficulty breathing and have traveled to high-risk locations or were in close contact with someone with COVID-19 in the 14 days before you began to feel sick, seek medical care.

Option 1: **Stay home and visit a doctor virtually.**

Baylor Scott & White Health is now offering a free and convenient COVID-19 screening questionnaire through MyBSWHealth. You can access the screening questionnaire in MyBSWHealth [on the web](#) or in the [mobile app](#). To install the app on your mobile device, simply visit My.BSWHealth.com/download or text BETTER to 884-08 to have it sent to your phone.

If your screening shows that you may have COVID-19, you may be directed to an eVisit. More information about eVisits, including how to link your visit to your SWHP account, is given below.

Option 2: [Find a doctor](#), clinic or hospital near you.

When you schedule your visit, share your concerns about your COVID-19 symptoms or exposure. Your doctor's office, clinic or hospital will have instructions for your visit.

Option 3: If you are experiencing a medical emergency, call 911. Notify the operator if you have COVID-19 or need to be seen for COVID-19 symptoms. If available, put on a face mask before the ambulance arrives.

HOW TO SCHEDULE A VIRTUAL VISIT (eVisit) – 8 a.m. to 8 p.m. CT, 7 days a week

Virtual visits, also called eVisits, are available from 8 AM to 8 PM, 7 days a week through MyBSWHealth [on the web](#) or in the [mobile app](#). To install the app on your mobile device, simply visit [My.BSWHealth.com/download](https://my.bswhealth.com/download) or text BETTER to 88408 to have it sent to your phone.

Here's how it works:

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

Be sure to link your SWHP account to your MyBSWHealth account, so your visit can be properly processed.

Link your account in the MyBSWHealth app:

- Tap the gear icon (top right corner of app welcome screen)
- Tap "Manage Linked Accounts"
- Tap "Link Account" under SCOTT AND WHITE HEALTH PLAN
- Enter member information

Link your account at [MyBSWHealth.com](https://my.bswhealth.com):

- Go to "Settings" in the left navigation menu
- Select "Linked Accounts and Devices"
- Select "Link Account" under SCOTT AND WHITE HEALTH PLAN
- Enter member information

WE'RE HERE TO HELP

SWHP is dedicated to providing ongoing access to quality healthcare services for members impacted by public health emergencies. We will follow federal and state guidance while working with hospitals, drug stores and other providers to ensure our members get the care and medications they need.

Helpful Resources

- Baylor Scott & White Health [COVID-19 Vaccine Update](#)
- CDC guidance for [daily activities](#), including tips for medical appointments and running errands
- CDC considerations for [winter holiday travel](#) and [safe celebrations](#)
- CDC COVID-19 [Resource Page](#)
- Texas HHS COVID-19 [Vaccine Updates](#)
- Texas HHS COVID-19 [Vaccination Plan](#)

Helpful Tips & Phone Numbers

- For emergencies, call 9-1-1 or go directly to the nearest hospital.
- For non-emergencies, call SWHP Customer Service to find a doctor or health care professional in your network.
- Talk to a nurse—24/7—by calling (877) 505-7947.
- If you have your member ID card, bring it with you when you get care.
- If you don't have your ID card, call SWHP Customer Service or print a temporary card from our [member portal](#).