

September 1, 2015 - August 31 2016

HEALTHY LIVING

Plan Year 2016 Resource



ERS
EMPLOYEES' RETIREMENT
SYSTEM OF TEXAS

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**SCOTT & WHITE
HEALTH PLAN**

Now part of Baylor Scott & White Health

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ABOUT **YOUR** HEALTH PLAN



SCOTT & WHITE HEALTH PLAN: A Higher Quality of Care

Scott & White Health Plan (SWHP) is a part of Baylor Scott & White Health (BSWH), the largest integrated health care system in Texas. This allows us to offer you a unique health care experience that you won't find with other insurance companies. When your health plan is integrated with your hospital, clinic and providers, they have the ability to work side by side with the physician community on a daily basis. This close relationship results in significantly improved care quality and better health outcomes for you. SWHP also ensures that accessing high quality care will be easy with more than 8,500 physicians and 90 hospitals available to serve you throughout West, Central and North Texas.

Providing the highest caliber care for Texans is not new for SWHP – we've been doing it since January 1982, when we began as a nonprofit Health Maintenance Organization (HMO) covering two counties. Today, SWHP serves more than 225,000 Members in a 77-county service area, with a variety of plans including Medicare plans, individual and family plans, a wide array of employer group plans, income protection plans, and a Medicaid plan. Our commitment to providing our Members the highest quality of care has remained consistent, and for the past three years, we've been rated the best Commercial & Medicare Plan in Texas by the National Committee on Quality Assurance (NCQA).

We are pleased to be part of your health care journey and look forward to showing you the difference that SWHP Membership can make.

Thank you for being a part of SWHP!

Scott & White Health Plan is the highest-ranked private HMO in Texas by NCQA's Health Insurance Plan Ranking - 2014-15 - Private.

- ★ Scott & White Health Plan is the highest-ranked Medicare HMO in Texas by NCQA's Health Insurance Plan Ranking - 2012-13 - Medicare.
- ★ Scott & White Health Plan has full NCQA accreditation and an "Excellent" designation for our Medicare product line.



Scott & White Health Plan leads all health plans in Nevada, Utah, Arizona, New Mexico, Oklahoma, Arkansas, Louisiana and Texas in national rankings for Medicare HMO products and private health insurance.

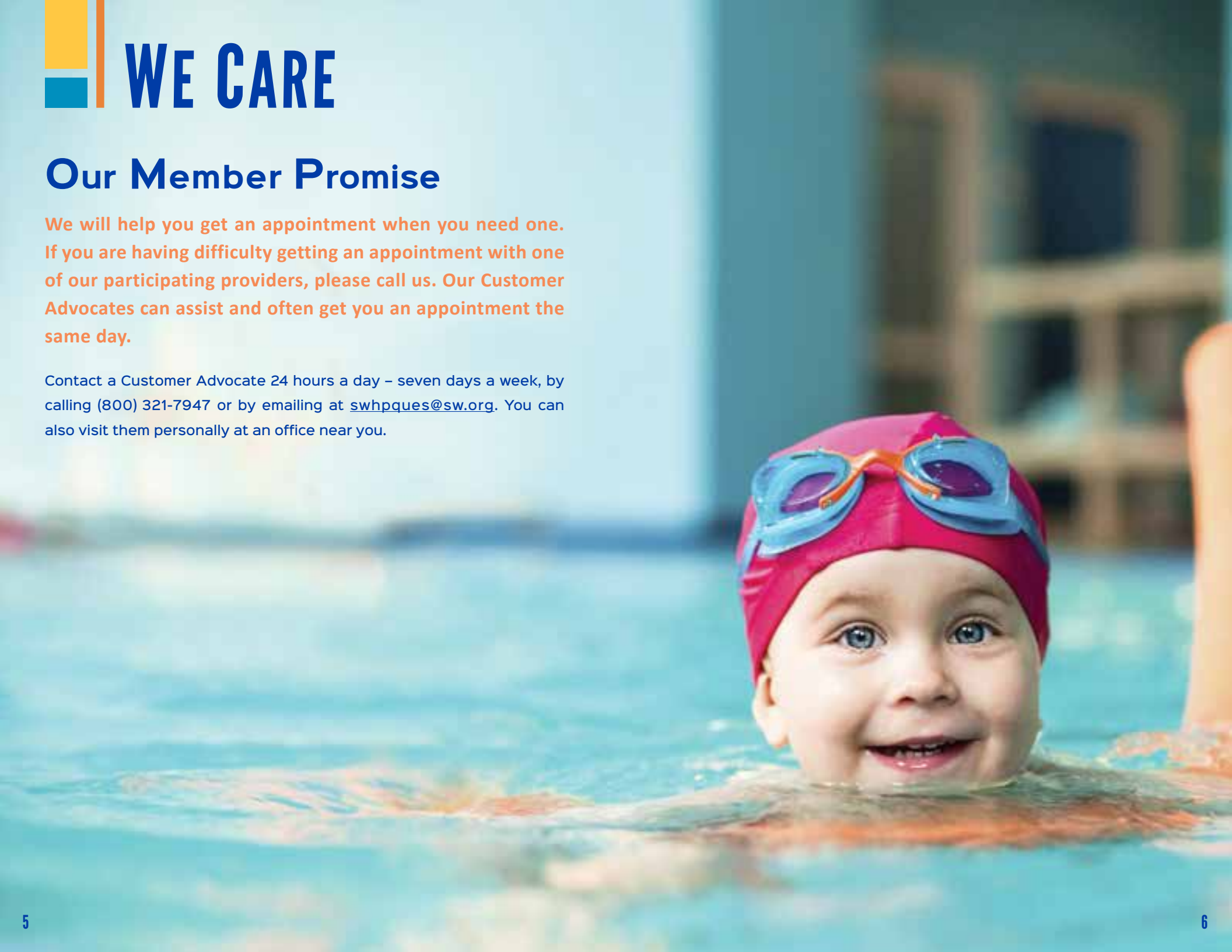
(According to the National Committee for Quality Assurance (NCQA) Private Health Insurance Plan and Medicare Health Insurance Plan Rankings, 2014-2015)



Our Member Promise

We will help you get an appointment when you need one. If you are having difficulty getting an appointment with one of our participating providers, please call us. Our Customer Advocates can assist and often get you an appointment the same day.

Contact a Customer Advocate 24 hours a day – seven days a week, by calling (800) 321-7947 or by emailing at swhpques@sw.org. You can also visit them personally at an office near you.



Vitality Coordinators

SWHP has a group of specially trained nurses called Vitality Coordinators, who work to ensure your healthcare is as complete and convenient as possible. They work in Baylor Scott & White Health clinics and at SWHP employer worksites, side by side with the doctors and nurses. Before your appointment, they review your health records and identify services that could improve your health. Any services identified are noted for your provider to review at your appointment. After your appointment, they verify which services you received or will receive. They also assist by providing health education specific to your needs and recommending appropriate preventive care or follow-up appointments.



**Do things you enjoy
to stay active!**

Go window shopping.
Go to the park with the kids.
Start a garden.

The Role of a **Vitality Coordinator**

Reach out to you regarding an appointment
if you have not come in for care recently.

Provide you with health education tools to answer
your questions and inform you about your care.

Conduct chart audits to make sure you are up to date on
your follow-up appointments, tests, and immunizations
(especially if you have chronic conditions).

Coordinate services for you, such as immunizations, blood
pressure checks, diabetes education, weight management
education, recommended preventive services, etc.

Make referrals for you to other care programs or
coordinate with clinical staff in ways that support your
personal care plan.

Help you navigate the healthcare system
and receive quality care.

Support you as your patient advocate and identify
recommended clinical services for you.

SHARED DECISION MAKING

Shared Decision Making, is a free SWHP program that offers videos, booklets, and web modules to help you decide on the best treatment options for you. You can also discuss these options with a nurse by calling the Nurse Advice Line.

Shared Decision Making provides you with unbiased information on treatment options and condition management, so that you can talk to your doctors and be actively involved in your healthcare decisions. Reviews and updates take place regularly to ensure that our information library, which includes closed-caption videos and additional informational booklets for those who need them, are up-to-date and always improving.

To access Shared Decision Making, log onto our Health Information Center at yourhealthdialog.com/swhp or call (877) 505-7947.

KNOWLEDGEBASE by HealthWise

Knowledgebase, powered by Healthwise®, is a virtual library of health information, available in both English and Spanish, which will empower you with the knowledge you need to guide yourself to better health.

You will have access to information and tools that can help answer your personal health questions, such as “What is my risk for a heart attack or stroke?” or “Should I give my child antibiotics?” You will also have access to a listing of recommended national websites related to a variety of health topics and conditions.

Start your Knowledgebase health education journey through the Health Information Center by visiting yourhealthdialog.com/swhp and clicking on any Health Topic.

NURSE Advice Line

Not feeling well? The SWHP Nurse Advice Line is here for you 24 hours a day, every day of the year. Our nurses will discuss your symptoms and offer health coaching so you can take care of yourself wherever you are. They can also help you determine if you need an appointment, urgent care visit, or emergency room visit.

To talk to a nurse, call
(877) 505-7947.



INTERPRETIVE SERVICES

We are improving the way we serve our non-English speaking Members. That's why we use AT&T interpretive services, a unique translation service where you tell our staff member on the phone your primary language, and an AT&T interpreter joins the remainder of the call, free of charge. This allows us to help you during any phone call, regardless of your primary language. No dialing a special number or transferring you to another line. This service is reserved for SWHP Members.

We also provide teletypewriter and telecommunication (TTY/TDD) services to best serve Members who have speech difficulties and are hard of hearing. Reach us at (800) 735-2989.



HEALTH COACH Messaging Center

One of the benefits of having a health coach is having easy access to a support system that is already aware of your health and conditions. SWHP's health coach messaging center furthers this by providing secure and convenient access to your health coach via direct email contact.

The messaging center not only keeps your decisions and conversations confidential, but it also gives your coach an easy way to send you information and materials that relate to your care.

Access your messaging center by logging onto the Health Information Center at yourhealthdialog.com/swhp and selecting 'My Health Coaching' at the top of the page. Don't have access to internet, but want to speak with a health coach, or want to talk to a coach immediately and your coach is busy? Just call (877) 505-7947 and a health coach will assist you.



HEALTH COACHES

Through our health coaches, you have phone access 24/7 to one-on-one guidance and support regarding your health care questions and decisions. Coaches can help you:

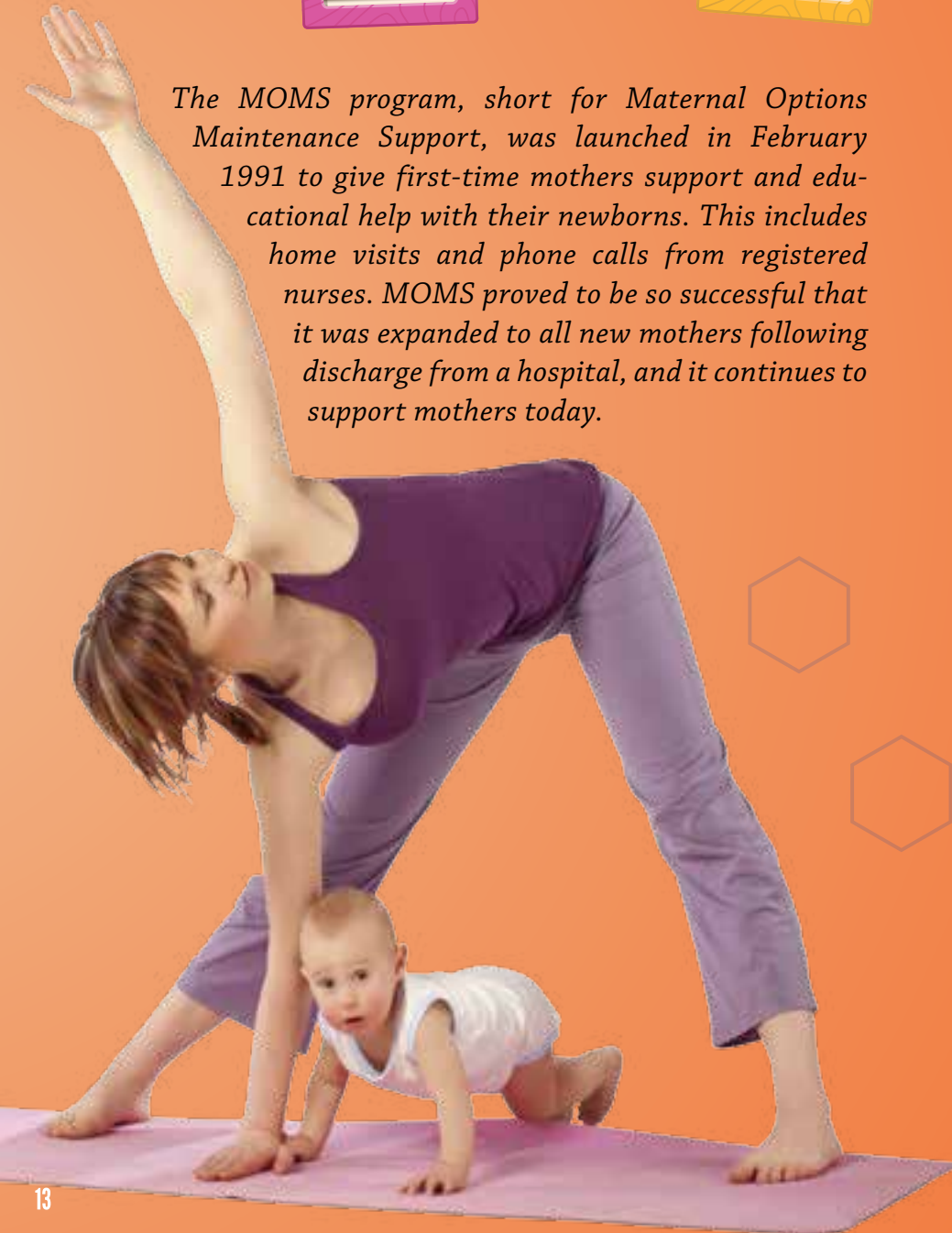
- Build a routine that targets your personal conditions.
- Manage a chronic condition, such as COPD.
- Prepare to talk with your doctor about a procedure.

Health coaches are health care professionals with an average of 10-15 years of experience. They will help you to be active in your care and set safe health goals. Your coach is your personal health support system, and they will stay with you as long as you are a Member, unless you wish to change or need a coach with a certain specialty.





The MOMS program, short for Maternal Options Maintenance Support, was launched in February 1991 to give first-time mothers support and educational help with their newborns. This includes home visits and phone calls from registered nurses. MOMS proved to be so successful that it was expanded to all new mothers following discharge from a hospital, and it continues to support mothers today.



HEALTHY COOKING



Healthy cooking can be quick, easy and affordable. Attend a Dinner Tonight Healthy Cooking School event, provided by SWHP and Texas A&M AgriLife Extension, and we will show you how easy healthy eating can be. Each event features nutrition education, meal planning, and recipe demonstrations.

To attend a Healthy Cooking School event, send an email to swhpwellness@sw.org

STEP UP & SCALE DOWN

Looking for help reaching and keeping a healthy weight? Try Step Up & Scale Down, our 12-week program that teaches you about nutrition and healthy life choices. Each week features a different topic, taught by our Vitality and Wellness department and Texas A&M AgriLife Extension trained professionals. Topics include:

- reading nutrition labels,
- meal planning and
- starting or stepping up an exercise program.

Our goal is to help you make and meet your health goals. If you are interested, send an email to swhpwellness@sw.org



Check out the
FREE Recipes
in the back of
this book!



DISEASE MANAGEMENT and Screening

Our Disease Management Programs are designed to help identify Members who are at risk for a chronic condition or who are in the early stages of a chronic condition.

If you already have a condition, you can actively manage your care with our programs. We can also help you make goals and lifestyle changes to improve your overall health at your own pace. We'll even measure and monitor your care and progress to help ensure that you stay on a path to a happier, healthier life.

Call **(877) 505-7947** to get started.



Your referrals to
Disease Management
can come multiple ways:



Self-Referrals
Providers
Utilization Management
Case Management
VitalBridges
Claims Paid Data

HEALTH RISK ASSESSMENT

We offer a free, online health risk assessment to help you see how everyday choices impact your health. Available to SWHP Members and members of the community, this assessment asks a series of questions related to your personal lifestyle choices.

Your answers reveal basic information about your health, from which the assessment will make customized recommendations to help you live healthier. This may include referrals to other health and wellness programs.



VITALBRIDGES

Through the VitalBridges discharge outreach program, SWHP staff call to see how you are doing the day you are discharged from a hospital. During this call, we answer any questions you may have about your discharge instructions, make sure you have all of the medications you need, and offer help in scheduling your follow-up appointments.

PRESCRIPTION BENEFITS

As a Member, you can fill or refill prescriptions at any BSWH or participating network pharmacy. You also have access to our mail order prescription services via BSWH Pharmacy-Salado.

To fill a new prescription, contact your local pharmacy. To refill an existing, non-expired prescription, visit us online. For maintenance drugs – labeled on our formularies – prescriptions are through mail order or BSWH retail pharmacies only. To transfer prescriptions, contact one of our network pharmacies and provide them with your prescription information, and they will complete the transfer for you. To transfer to mail order, call BSWH Pharmacy-Salado or fill out the online refill/transfer form. Transfers can take up to 24 hours to finalize. Mail order prescriptions may take five to seven days to deliver.

You can find refill forms, transfer forms, formularies, and other prescription information by visiting us at swhp.org and clicking “Pharmacy Information” under the “Member” tab. To reach BSWH Pharmacy-Salado, call **(800) 707-3477**.



A blue-toned graphic featuring a human silhouette with a visible skeleton. A line with circular endpoints connects various parts of the body to text blocks. In the top left, there is a bar chart with five bars of increasing height. In the top right, there is a circular gauge showing '95%' and a water drop icon labeled 'H2O'.

HEAR LIBRARY

Some learn best by reading. For others, hearing a professional talk about a topic is far more useful. The Health Education Audio Reference (HEAR) Library offers the ability to listen to recordings on wellness, preventive care, and special conditioning. The library has more than 600 health and medicine audio topics in English and 150 in Spanish, broken down into categories so you can easily find the information that is right for you.

To use the HEAR library, call (877) 505-7947, and select option #2. Improved health is just a phone call away!

OTHER WEB RESOURCES

You can find the following information on our website, ers.swhp.org/faq or you can request hard copies by calling **(800) 321-7947**.

- Benefits and services included in and excluded from my coverage
- Pharmaceutical management procedures
- Copayments and other charges for which I am responsible
- Benefit restrictions
- Language Assistance
- Submitting a claim
- Information about participating providers
- How to obtain primary, specialty, and behavioral healthcare
- How to obtain hospital services
- How to get care after normal office hours
- When to call 911
- Types of services outside SWHP service area
- How to file complaints and/or appeals
- Evaluation of new technology

RECOMMENDATIONS for Preventive Care

A lifetime of good health starts with quality medical care throughout your life. Thanks to the Affordable Care Act (ACA), this care is now within the reach of all Americans. ACA requires health plans to eliminate cost sharing and cover preventive care services recommended by the U.S. Preventive Services Task Force (USPSTF), the Advisory Committee on Immunization Practices, and the Bright Futures Guidelines of the Academy of Pediatrics. These recommendations are general guidelines for all ages and should not dictate the care you receive. Your doctor will let you know what tests and exams you may need based on your specific risk factors and overall health.



GENERAL COUNSELING FOR ADULTS

Periodic screening and/or counseling for the following:

- Tobacco use
 - Advise users to quit
 - Discuss cessation medications and strategies
- Alcohol and drugs
- Sexual behavior and sexually transmitted diseases (STD) risks
- Acquired Immunodeficiency Syndrome (AIDS)
- Nutrition, body mass index (BMI), weight assessment, and counseling
- Physical activity and exercise
- Violence and guns
- Injuries
- Occupational health
- Folic Acid intake for women 12–45 (0.4 mg taken by mouth daily)



Eat fresh fruits,
vegetables, or unsalted
nuts for snacks.

- Calcium intake for women 40 and over
- Low dose aspirin may be appropriate for:
 - Women 55–79, with at least two risk factors for cardiovascular disease
 - Men 45–64, with at least one risk factor for cardiovascular disease
 - Men 65–79, regardless of risk factors
- Family planning
- Seat belt use
- Fall safety for adults 65 and older
- Depression and mental health assessment
- Activities of daily living for adults 65 and older
- Potential drug interactions between prescription and over-the-counter drugs
- Falls risk assessment in adults 75 and older or 65–74 with balance or walking problems
- Urinary incontinence assessment in adults 65 and older

RECOMMENDATIONS FOR ADULT PREVENTIVE CARE

Age 18 - 65+

CHECK-UP HOW OFTEN?

- **Blood Pressure:** Every 2 years.
- **Height, Weight & Body Mass Index (BMI):** At least yearly.
- **Depression screening:** Every 1-3 years.
- **Cervical Cancer (women)**
 - Ages 21-64: Every 3 years.
 - Ages 30-64 may be every 5 years if HPV testing is done on the pap specimen – check with your doctor.
 - Ages 65 and older: May be able to stop having screening if prior testing results were normal – check with your doctor.
 - Had a hysterectomy: Talk to your doctor about whether you still need routine pap tests.
- **Breast Cancer (women):**
 - Some guidelines recommend more frequent mammography starting at an earlier age.
 - SWHP supports clinician and patient discussion of this topic and covers yearly screening mammography starting at age 40.
 - At age 20, clinical breast exam. Mammography for women at high risk, if clinically appropriate.
 - After age 50, Mammogram every 2 years and clinical breast exam.
 - Age 75 and older, at clinician and patient discretion.
- **Dental :** At least yearly.
- **Hearing:** Periodically.
- **Vision/Glaucoma** - Every 2-4 years. Every year after age 40.

Talk with your health care provider about a proper schedule of check-up visits.

IMMUNIZATIONS HOW OFTEN?

- **Tetanus-Diphtheria (Td)**
 - Ages 19-64: substitute 1-time dose of Tdap for Td booster, then boost with Td every 10 years.
 - 65 years of age: 3 doses of Td if not previously immunized.
 - Td booster every 10 years.
- **Influenza:** Yearly.



RECOMMENDATIONS FOR ADULT PREVENTIVE CARE

Age 40 and Older

SWHP recommends you talk with your doctor or another health care provider about a proper schedule of check-up visits for you.

Age 40 - 59	
Preventive Test	How often?
Cholesterol	Every 5 years.
Age 50 - 65+	
Preventive Test	How often?
Colon Cancer Screening	<ul style="list-style-type: none"> • Colonoscopy every 10 years (After age 75, at clinician and patient discretion); • or flexible sigmoidoscopy every 5 years with annual three-card stool test or annual single specimen immunochemical stool test; • or annual three-card stool test; • or annual single specimen immunochemical stool test.
Prostate-Specific Antigen (men)	Periodically after age 50 after informed fully on risks and benefits.
Age 60 - 65+	
Preventive Test	How often?
Bone Mineral Density	Every 2-5 years after age 60 if high risk.
Pneumococcal Immunization	Once at age 65 or earlier if risk factors evident.

When the following risk factors are present, services are needed as listed in the table below.

FACTORS PRESENT	PREVENTIVE SERVICES NEEDED
Diabetes	Eye exam, Pneumococcal immunization, Influenza vaccine, foot exams, Microalbuminuria test, blood pressure, cholesterol test (LDL) and sugar test (hemoglobin A1C).
Drug Abuse	HIV, Tuberculosis (TB) test, Hepatitis screening and immunizations.
Alcoholism	Influenza vaccine, Pneumococcal immunization, TB test, Hepatitis screening and immunizations.
Overweight	Blood sugar test, blood pressure.
Homeless	Hepatitis screening and immunizations, TB test.
High-Risk Sexual Behavior	HIV, Syphilis, Gonorrhea, Chlamydia tests, Hepatitis screening and immunizations.

Resource: Recommendations table based on recommendations from the United States Preventive Services Task Force (USPSTF).

PREVENTIVE CARE FOR WOMEN

Under the Affordable Care Act these eight additional preventive health benefits for women are covered, too:

- Well-woman visits
- Gestational diabetes screening
- Human Papillomavirus Deoxyribonucleic Acid (HPV DNA) testing
- STD counseling
- Human Immunodeficiency Virus (HIV) screening and counseling
- Contraception and contraceptive counseling
- Breastfeeding support, supplies, and counseling
- Interpersonal and domestic violence screening and counseling

The ACA guidelines exempt the health plans of certain religious employers from the requirement to cover contraceptive services.



Drink water instead!

There are about 10 packets of sugar in a 12-ounce can of soda. Fruit juice has almost the same amount of sugar!



RECOMMENDATIONS FOR CHILD PREVENTIVE CARE

Check-up visits are important for your child's health.
SWHP recommends these visits for the average-risk child:



Health Maintenance Visits:

Ages 2-4 weeks old. 2, 4, 6, 9, and 12 months old.
Ages 15 and 18 months old. Ages 2-21 years old annually.

Routine Tests

- **Anemia:** 6 months, 2 years, 8 years.
- **Blood Pressure:** Every year starting at age 3 years.
- **Height, Weight and BMI:** Height and weight annually. BMI and BMI percentile ages 3-18.
- **Lead:** Age 1 and 2 years.

Sensory Screening

- **Hearing:** Birth - 5 years. Age 12 years. Age 18 years.
- **Vision:** Once between 3 and 6 year check-ups. Age 8 years. Age 12 and 14 years. Age 18 years.
- **Eye Exam:** Birth and 3 year check-ups.

Other Screenings

- **Newborn Screening:** Birth.
- **Head size:** Birth through 2 year check-up.
- **Tuberculosis:** Age 1 and 4 years. Age 14 years.
- **Dental:** At least every year starting at 18-month check-up.

GENERAL COUNSELING FOR CHILDREN

Periodic counseling for the following (as age appropriate):

- Tobacco use
 - Advise users to quit
 - Discuss cessation medications and strategies
- Alcohol and drug use (age appropriate)
- Sexual behavior and sexually transmitted diseases risks
- HIV
- Nutrition and body mass index (BMI) and weight assessment and counseling
- Physical activity
 - Exercise
 - Possible injuries
- Seat belt use

*Resource for Child Preventive Care
Recommendations: Center for Disease Control
and Prevention (CDC) [cdc.gov](https://www.cdc.gov).*



PEDIATRIC IMMUNIZATION SCHEDULE

Routine schedule only, refer to CDC for catch-up immunization schedule.

IMMUNIZATION	RECOMMENDATIONS
Hepatitis B	3 doses routinely recommended at birth and ages 1-2 months and 6-18 months (the last dose in the infant series should not be given earlier than 24 weeks of age).
Diphtheria, Tetanus, Pertussis (DTaP); Tetanus, Diphtheria, Pertussis (Tdap)	<ul style="list-style-type: none"> 5 doses of DTaP routinely recommended at ages 2 months, 4 months, 6 months, 12-18 months and 4-6 years. A single dose of Tdap recommended at age 11-12 years. <p><i>DTaP is not licensed for children 7 years of age and older. Tdap is similar to DTaP is recommended for older children.</i></p>
Haemophilus Influenza Type B (HIB)	3 to 4 doses routinely recommended at 2 months, 4 months, 6 months and 12-15 months.
Inactivated Polio (IPV)	4 doses routinely recommended at 2 months, 4 months, 6 – 18 months, and 4-6 years.
Measles, Mumps and Rubella (MMR)	2 doses routinely recommended at ages 12-15 months and 4-6 years. Second dose may be given earlier as long as it is at least 4 weeks after the first dose.
Pneumococcal Conjugate (PCV)	4 doses routinely recommended at 2 months, 4 months, 6 months and 12-15 months.
Varicella (chickenpox)	2 doses routinely recommended at 12-15 months and 4-6 years.

IMMUNIZATION	RECOMMENDATIONS
Meningococcal (MCV4)	1 dose recommended at 11-12 years with a booster dose at 16 years.
HPV	Routinely recommended for males and females age 11 through 26 years (can be given as early as 9 years). 3 doses (shots) are recommended over six months. First dose recommended 11-12 years. Second dose to be given 1-2 months after the first. Third dose to be given 6 months after the first dose.
Hepatitis A	Begin the 2 dose series at 12-23 months. Second dose recommended 2-6 years. (Second dose to be given 6-18 months after the first.)
Rotavirus	2 to 3 doses routinely recommended between the ages of 2-6 months.
Influenza	1 dose recommended annually beginning at 6 months.

REMEMBER - the diseases that vaccines prevent can be dangerous, or even deadly. Vaccines reduce the risk of infection by working with the body's natural defenses to help it safely develop immunity to disease [cdc.gov](http://www.cdc.gov).

Resource for immunization recommendations: Center for Disease Control and Prevention (CDC) <http://www.cdc.gov/vaccines/schedules/hcp/child-adolescent.html>



QUALITY IMPROVEMENT

SWHP wants to provide you with best care possible. That's why we created the Quality Improvement (QI) program. Regardless of your age, race, ethnicity, health status, or plan type, we approach providing your health care with our "Triple Aim" goal: always improve the affordability of health care, the quality of health care, and the experience of health care. The QI program reaches this goal through measurement, coordination of care between Members, providers and the health plan, and the continuous evaluation of our results.

The QI Program monitors, evaluates, and improves:

- The quality and safety of clinical care,
- The quality of service provided by SWHP,
- The quality of practitioners and providers,
- Affordable and accessible healthcare and wellness, and
- The overall Member experience.

You are always our focus, so we work to ensure we offer you care in ways no other health plan does. By helping Members navigate the maze of health care and making thoughtful interventions, we improve our Members' health outcomes every day. The close connections we build with our Members because of this, along with our strong ties to our provider community, allow us to be your ideal Member advocates.

QI PROGRAM

Goals and Objectives

1. Improve Health Outcomes

– through prevention, decision making assistance, disease management, and case management for Members with complex health needs.

2. Improve Medical Safety

– by fostering a supportive environment that helps providers improve the safety of their practices, the conducting of continuous activities devoted to improving BSWH pharmacy medication safety, and the provision of information to Members that improves their knowledge about clinical safety in their own care.

3. Increase Member Satisfaction

– by prompting identification and resolution of Member dissatisfactions with administrative or medical processes and monitoring for process improvements when appropriate. SWHP uses CAHPS scores to measure Member experiences with services available to them, showing where services could use improvement.

4. Meet the Cultural and Linguistic Needs

– by identifying the language, cultural, and social needs of SWHP Members. SWHP helps meet those needs by providing translator services, translated materials, cultural diversity education, training for SWHP staff, and a network containing multilingual providers.

5. Provide Affordable Care

– through the reduction of variations in clinical care, prevention of overuse, underuse, or misuse of services, redirection of care to the most appropriate place for that service, and through continued improvement of SWHP's overall Member services. We strive to assist Members in navigating through the complex health delivery system to optimize care and reduce unnecessary care.

6. Reach Organizational Effectiveness

– by pursuing statistically significant improvements in all quality measurements in order to meet or exceed regional or national averages set forth by NCQA, CMS, HHSC, or other accepted quality standards.



HEALTH PLAN INFORMATION

PRIVACY POLICIES

Privacy of Protected Health Information

As a trusted name in health care, SWHP knows the importance of keeping your protected health information (PHI) private and confidential. PHI includes medical and any individually identifiable information; for example, your name, social security number or address. SWHP protects your PHI by:

1. Limiting who can see your PHI.
2. Limiting how your PHI is used and disclosed.
3. Setting and strictly adhering to SWHP privacy policies. SWHP uses and discloses your PHI without your written consent to conduct the following functions:
 - **Treatment** – includes sharing information with providers involved in your care in order for you to receive medical treatment.
 - **Payment** – to pay claims for covered services to providers.
 - **Other Health care Operations** – for quality improvement purposes, including medical research, developing clinical recommendations, case management, medical review, legal services/litigation, detection of fraud and abuse, as well as audit functions (in accordance with applicable law). For the complete Notice of Privacy Practices or for additional information on our privacy practices, please contact your local Health Plan office or visit our web site at ers.swhp.org.

PRIVACY OF PERSONAL FINANCIAL INFORMATION

SWHP understands that privacy of personal financial information is important. In order to be of service to you, SWHP must collect personal financial information about you that is not available to the general public. We obtain this information from the following sources:

1. Information we receive from you on applications and other forms relating to your coverage.
2. Information about your transactions with us or with our affiliates. SWHP restricts access of your personal financial information to only those who need to know that information to provide service to you. We maintain physical, electronic and procedural safeguards that comply with federal and state regulations to protect your personal financial information. We do not disclose any personal financial information about our customers or former customers to anyone, except as permitted by law to administer our services to you. Those services include, among others, account administration, payment and claims processing, benefits administration, arranging your care, discussing treatment options with physicians, and performing quality reviews.

If you have any questions regarding your privacy rights, please contact your local Health Plan office.

UTILIZATION MANAGEMENT CRITERIA

The SWHP Evidence of Coverage (EOC) [Standard Plan Document (SPD)] is the contract for coverage of the healthcare services that an individual self-purchased or an employer has purchased for employees. SWHP provides a variety of benefit plans in order to meet the needs of our Members.

Some benefits are required by law to be offered through the Plan

and some services are not offered for various reasons (i.e., not felt to be a good value, or perhaps because the employer does not want an employee to share part of the costs of that care or service through their premium amount). SWHP's primary Utilization Management (UM) Program's purpose is to manage services according to the terms contained in EOC/SPD. The medical necessity of the services is determined by the SWHP medical staff with input from the Member's physicians.

SWHP adopts criteria reviewed by SWHP physician directors, network physicians and other providers for each calendar year. These include InterQual® and other guidelines regarding how long a hospital stay should be (target length of stay (LOS)), for use for medical necessity, for coverage of new technology and medical coverage policies.

The criteria are used as a guideline only. All denials of coverage are made by the SWHP Medical Director(s). Any person making decisions on utilization management, including formulary coverage determinations, makes them based only on the appropriateness of care and services. No financial compensation is based on utilization of services or service denials. SWHP does not offer incentives, including compensations or rewards, to practitioners or other individuals conducting utilization review.

SWHP is concerned that Members receive appropriate services, and monitors for evidence of under-use, over-use, and misuse. Individual coverage requests are discussed with the individual physicians/providers making the request on behalf of a Member. SWHP UM staff are available by telephone 24 hours/7 days per week at (254) 298-3088 or (toll free) (888) 316-7947 or by appointment for discussion regarding UM and/or coverage determinations, including benefit provisions, guidelines, criteria or the processes used to make determinations. The above numbers are covered after-hours by the SWHP on-call nurse with access to a Plan Medical Director.

SWHP is concerned that Members receive appropriate services, and monitors for evidence of under-use, over-use, and misuse.

Appeal rights, including expedited appeals, reconsideration rights and/or Independent Review Organization (IRO) options are always provided with any denial that is issued by SWHP. The ability to review the criteria is available to you through an on-site appointment with the Care Coordination Division (CCD) Management who can be reached by calling (toll free) (888) 316-7947 or directly at (254) 298-3088. Additionally, questions or requests related to any case-specific guidelines utilized in the process of making a benefit coverage determination or pharmacy determination can be directed to the CCD Management at the above numbers.



Think more about
what you can add
to your diet and less
about what you can
take away.

MEMBER RIGHTS AND RESPONSIBILITIES

Rights

1. You have the right to be provided with information regarding Member's rights and responsibilities.
2. You have the right to be provided with information about SWHP, its services and practitioners providing your care.
3. You have the right to be treated with respect; your provider and others caring for you will recognize your dignity and respect the need for privacy as much as possible.
4. You have the right to participate in decision making regarding your healthcare.
5. You have the right to have candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.
6. You have the right to voice complaints, appeals, or grievances about coverage through SWHP or care provided by SWHP providers in accordance with Member's Health Care Agreement.
7. You have the right to make recommendations regarding SWHP's Members rights and responsibilities policies.
8. You have the right to have an advance directive such as Living Will or Durable Power of Attorney for Healthcare Directive, that expresses the your choice about future care or names someone to decide if you cannot speak for himself/herself.
9. You have the right to expect that medical information is kept confidential in accordance with Member's Healthcare Agreement.
10. You have the right to select a Primary Care Physician (PCP) to coordinate your health care. It is not a requirement to select a PCP.

Responsibilities

1. It is your responsibility to notify SWHP regarding any out-of-plan care.
2. It is your responsibility to follow SWHP instructions and rules and abide by the terms of your healthcare agreement.
3. It is your responsibility to provide information (to the extent possible) to the organization and its practitioners as they need in order to provide care.
4. It is your responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.

5. It is your responsibility to follow plans and instructions, to the best of your ability, for care you have agreed on with your practitioner(s) and provider(s).
6. It is your responsibility to give SWHP providers a copy of an Advance Directive, if one exists.
7. It is your responsibility to advise SWHP or SWHP providers of any dissatisfaction you may have in regard to your care while a patient, and to allow the opportunity for intervention to alter the outcome whenever possible.



FORMULARY

A formulary is a list of covered drugs. You can find the SWHP formularies on the “Pharmacy Information” page, located under “Members” on our website, swhp.org. Specific plans have unique formularies, so make sure to find the formulary that applies to you.

Formularies are updated on the website every 3 months (except for Medicare Part D formularies, which are updated monthly). The Formulary Changes document is updated monthly. The Formulary Changes document notifies members of changes to the formularies that occur between formulary updates.

Pharmaceutical management procedures are processes that help manage the drug formulary. In order to provide the most cost-effective therapy options, restrictions may be applied to certain drugs on the formulary. The SWHP formularies contain a description of pharmaceutical management procedures (including but not limited to prior authorization (PA), quantity limits (QL), step therapy (ST), therapeutic interchange, and generic substitution). If a medication has restriction(s) in place, those are listed on the formulary under the medication-specific “Coverage Details.” The formularies also contain information regarding how to submit an exception request.

For detailed information about your BSWH prescription drug coverage, please review your EOC and other plan materials.

BSWH PHARMACY REFILLS

To order a refill from a BSWH Pharmacy for an existing, non-expired prescription (including mail-order prescriptions) go to ers.swhp.org and click on Members tab and click on Order a Refill link. Mail-order prescriptions are processed at the BSWH Salado Pharmacy. To refill a mail-order prescription from the BSWH Salado pharmacy, call (800) 707-3477 or use the online refill/transfer form.

If you have any questions or wish to obtain a printed copy of the formularies or pharmaceutical management procedures, please contact BSWH Prescription Services at (800) 728-7947.

CONTACT INFORMATION

(800) 321-7947

ers.swhp.org

swhpques@sw.org

Maple-Mustard Baked Chicken

Ingredients

- 1 1/2 tablespoons Dijon mustard
- 1 tablespoon pure maple syrup, preferably grade B
- 1 tablespoon peanut or canola oil, divided
- 1/2 tablespoon finely chopped fresh thyme,
or 1/2 teaspoon dried
- 1/4 tablespoon freshly ground pepper
- 1/4 teaspoon salt
- 2 pounds bone-in chicken pieces, (thighs, drumsticks and/or
breasts-cut in half), skin removed
- 1 1/2 Whole Wheat breadcrumbs

Preparation

1. Whisk mustard, maple syrup, 1/2 tablespoon oil, thyme, pepper and salt in a large bowl. Add chicken and turn to coat evenly. Cover and marinate in the refrigerator for at least 30 minutes and up to 6 hours.
2. Preheat oven to 400°F. Set a wire rack on a large baking sheet.
3. Combine breadcrumbs and the remaining 1/2 tablespoon oil on a plate. Coat the skinned side of each chicken piece in the breadcrumbs (with drumsticks, coat the meatier side) and arrange breaded-side up on the wire rack. Leave at least 1 inch between pieces.
4. Bake until golden brown and an instant-read thermometer inserted into the thickest part of the meat registers 165°F, 35 to 40 minutes. Serve hot or let cool, refrigerate and serve chilled.

Nutrition per serving:

Calories 325; Fat 8 g (2 g sat, 4 g mono); Cholesterol 117 mg; Carbohydrates 14 g; Added sugars 3 g; Protein 45 g; Fiber 2 g; Sodium 338 mg; Potassium 366 mg.





Garden Frittata

Ingredients

- 1/4 cup diced mushrooms (any type)
- 1/4 cup diced onion
- 1/4 cup diced red bell pepper (can substitute hotter pepper to taste)
- 1/2 cup shredded Parmigiano-Reggiano cheese
- 3/4 teaspoon dried thyme
- 1/4 teaspoon ground black pepper
- 1/4 teaspoon salt
- 3 large egg whites
- 2 large eggs

Preparation

Preheat broiler. Heat an 8-inch ovenproof skillet over medium-high heat. Coat pan with cooking spray. Add mushrooms to pan; sauté 12 minutes or until lightly browned. Place mushrooms in a medium bowl; cool slightly. Wipe pan clean with paper towels. Combine mushrooms, cheese, thyme, ground black pepper, salt, egg whites, and eggs in a medium bowl, stirring well with a whisk. Heat pan over medium heat. Coat pan with cooking spray. Add egg mixture; cook, covered, for 4 minutes or until almost set. Broil 3 minutes or until egg is set. Cut into 4 wedges.

Nutrition per serving:

Calories 122; Fat 6.4 g (Satfat 3.2 g, Monofat 2.2 g, Polyfat 0.4 g); Protein 13.3 g; Carbohydrate 3 g; Fiber 0.8 g; Cholesterol 116 mg; Iron 0.9 mg; Sodium 401 mg; Calcium 195 mg



Oatmeal-Date-Chocolate Cookies

Ingredients

- 1 1/2 cups regular oats
- 1/3 cup whole-wheat flour
- 1/3 cup all-purpose flour
- 1 cup chopped pitted dates
- 3 ounces coarsely chopped bittersweet chocolate
- 6 tablespoons unsalted butter
- 3/4 cup packed light brown sugar
- 3/4 teaspoon baking soda
- 1/2 teaspoon salt
- 1 lightly beaten egg
- 1 teaspoon vanilla extract

Preparation

Preheat oven to 350°. Melt butter in a small saucepan over low heat. Remove from heat and add brown sugar. Stir until smooth. In a medium bowl, combine all-purpose flour, whole-wheat flour, baking soda, oats, and salt. Combine the butter mixture with the dry ingredients, and add egg, vanilla, and chopped dates. Fold in bittersweet chocolate. Mix well and spoon mixture by tablespoon-fulls out onto lightly greased (or silicone baking mat-covered) baking sheets. Bake for 12 minutes, until tops are dry to the touch.

Nutrition per serving:

Calories 91; Fat 4g (Safat 2g, Monofat 1g, Polyfat 0g); Protein 1g; Fiber 1g; Cholesterol 12mg; Iron 0.5mg; Sodium 52mg; Calcium 11mg

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