



Welcome to Open Season for 2021, which runs from November 9 through December 14, 2020. Those of you who have been with us before may notice a new name this year: Scott & White Care Plans.

With Scott & White Care Plans, you have access to the renowned doctors, specialists and facilities of the Baylor Scott & White Health system. Baylor Scott & White Health (BSWH) provides full-range, inpatient, outpatient, rehabilitation and emergency medical services. Beyond the Baylor Scott & White Health system, Scott & White Care Plans offers access to thousands of providers throughout North, Central and West Texas to ensure our members have plenty of in-network options for care.

**Participant benefits and coverage will not change.**

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. The majority of your member materials will 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.

We are proud to partner with FEHB to offer healthcare coverage to federal employees and their families.

## Basic Plan



### 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



For the Basic Plan, 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.

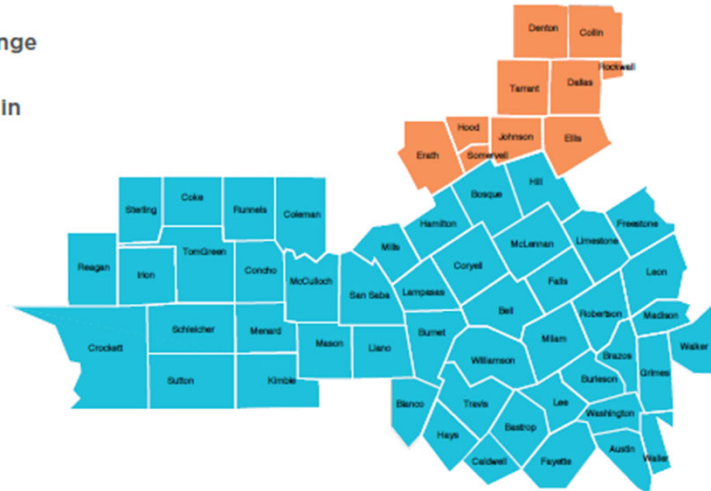
As part of the Baylor Scott and White Quality Alliance, your provider will take a lead role in managing your overall care — including preventive services and chronic conditions — and will be an accountable partner with you in reaching your health goals.

Our Basic Plan service area includes counties in North and Central Texas as shown on this map. If you live or work in one of the counties shown in blue or orange on this map, you are eligible to participate in the Basic plan option.

## Standard Plan Service Area

If you live or work in one of the blue or orange counties, you will be eligible to participate in the Standard Plan.

■ North Texas  
■ Central Texas



Our Standard Plan service area includes counties in North and Central Texas as shown on this map. If you live or work in one of the counties shown in blue or orange on this map, you are eligible to participate in the Standard plan option.



## 2021 Benefits – Basic and Standard Plans

### 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!


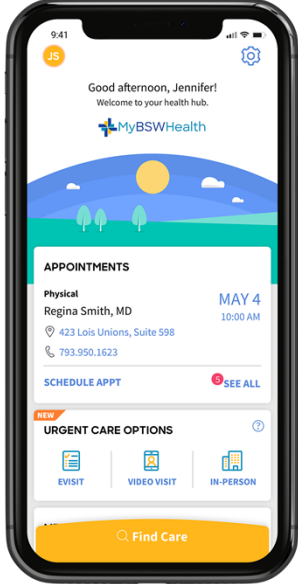


Let's take a look at the healthcare benefits available as part of both our Basic and Standard Plans.

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. You can find out more about Naturally Slim on the Health and Wellness page of [fehb.swhp.org](http://fehb.swhp.org).





## Healthcare in a snapp

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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



Here’s how to receive care from the comfort of your home, or anywhere in Texas.

You can conduct an eVisit for common medical conditions and get care fast:

- Complete a short online interview and receive a response from a Baylor Scott & White Health provider within an hour
- Prescriptions (if needed) will be sent immediately to your preferred pharmacy

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
- Prescriptions (if needed) will be sent immediately to your preferred pharmacy

eVisits and Same-Day Video Visits 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

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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 FEHB members.
- Accessible via computer and mobile device
- Learn more at [fehbswbp.org](http://fehbswbp.org).



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 Health and Wellness page at [fehbswbp.org](http://fehbswbp.org)



## Brief Summary of PY21 Benefits

Benefit	Standard Plan Members Pay	Basic Plan Members Pay
*PCP office visit	\$25 copay/visit	\$25 copay/visit
*Specialist office visit	\$50 copay/visit	\$50 copay/visit
eVisit/Same-Day Video Visit	\$0	\$0
Urgent care visit	\$50 copay/visit	\$75 copay/visit
Outpatient surgery facility	\$250/procedure	20%
Inpatient hospitalization	\$300/day up to max of \$1,500 per admission	\$20%
Out-of-pocket maximum	\$5,500 (self only)	\$6,000 (self only)
Emergency Room Services (deductible applies)	\$250 copay/visit	20%
Diagnostic test (X-ray, blood work)	No charge	No charge

\*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 for both the Standard and the Basic plan options. 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.



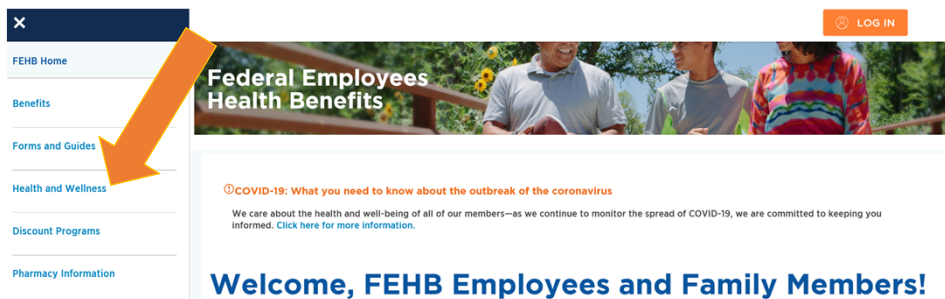
## PY21 Prescription Drug Benefits

Benefit	Standard Member Pays	Basic Member Pays
Preferred Generic Drugs	\$10 retail (30-day) \$25 maintenance (90-day)	\$12 retail (30-day) \$30 maintenance (90-day)
Preferred Brand Drugs	\$60 retail (30-day) \$150 maintenance (90-day)	\$60 retail (30-day) \$150 maintenance (90-day)
Non-Preferred	\$150 retail (30-day) \$375 maintenance (90-day)	\$120 retail (30-day) \$300 maintenance (90-day)
Specialty Drugs	\$400 preferred generic (30-day) \$400 preferred brand (30-day) \$600 non-preferred generic (60-day)	\$400 preferred generic (30-day) \$400 preferred brand (30-day) \$600 non-preferred generic (60-day)

This chart lists the different copays by type of drug for both the Standard and the Basic plan options. For more information about your prescription drug benefits, see the Federal Employees Benefit Plan Group Value Formulary on the Pharmacy Information page at [fehbswbp.org](http://fehbswbp.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 [fehb.swhp.org](http://fehb.swhp.org). Just click on the dropdown menu on the top left of the page and choose Health and Wellness.



## 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 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 [fehbswbp.org](http://fehbswbp.org)**



To help you stay better longer, please visit our website at [fehbswbp.org](http://fehbswbp.org) where you will 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.



## Customer Service

844.633.5325

TTY 800.735.2989

7 a.m. - 7 p.m.  
Monday – Friday

For questions about enrollment:  
HPFEHBOpenSeason@BSWHealth.org

fehbswhp.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 (844) 633-5325. 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 open season questions to:  
HPFEHBOpenSeason@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 & White Care Plans.