

# Scott and White Health Plan

## 2020 Killeen ISD Plans 1, 2, 5

### BSW Preferred Member Guide

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Scott & White  
HEALTH PLAN



INSURANCE COMPANY OF  
Scott & White



Scott & White  
CARE PLANS

Part of  
Baylor Scott & White HEALTH

HMO products are offered through Scott and White Health Plan and Scott & White Care Plans. Insured PPO and EPO products are offered through Insurance Company of Scott and White. All are Texas registered insurance companies. Scott & White Care Plans and Insurance Company of Scott and White are wholly owned subsidiaries of Scott and White Health Plan. These companies will be referred to collectively in this document as Scott and White Health Plan.

## Got a question? Ask us!

Our highly trained Customer Advocates can help you with things like finding a provider and answering questions about your benefits or claims. If you're experiencing a problem, they'll help make it right. Whatever your question or concern may be, our Customer Advocates will work with you to resolve it as quickly as possible—in most cases, before you hang up the phone.



### Contact Us by Phone

800-321-7947

7 a.m. – 7 p.m., Monday – Friday

OR

### Contact Us through the Member Portal

Log in at [kisd.swhp.org](http://kisd.swhp.org) to send a secure email and receive a secure response.

*If you forget the number, look on the back of your ID card. You can also find it on the MyBSWHealth App in the “Contact Us” section.*

**Please contact Scott & White Health Plan Health Services Department** toll free at 866-384-3488 for pre-authorization requests (including Behavioral Health and Second Opinions). If you require inpatient admission following an emergency, please notify SWHP within 48 hours of emergency services.

**NOTICE:** Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.

Plan Information/provider list: [kisd.swhp.org](http://kisd.swhp.org) Nurse Advice Line: 877-505-7947  
Customer Service: [800-321-7947](tel:800-321-7947) OptumRx Help Desk: 855-205-9182

#### Notice To Providers

Verify benefits and eligibility at [portal.swhp.org/providerportal](http://portal.swhp.org/providerportal) or 800-321-7947

#### Please send claims and related correspondence to:

Scott & White Health Plan | Availity Payer ID 88030  
Attn: Claims PO Box 21800, Eagan, MN 55121-0800  
254-298-3000 or 800-321-7947



## ADDITIONAL RESOURCES

### Nurse Advice Line

The Nurse Advice Line will talk through your symptoms and help you make decisions on next steps, whether that's an appointment or an at-home remedy.

**877-505-7947**

### HEAR Library

The Health Education Audio Reference (HEAR) Library offers information on more than 300 English-language and 25 Spanish-language health topics.

**888-360-1555, option 2**

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# Baylor Scott & White Preferred is Changing Healthcare for the Better

The integration of care delivery and a health plan creates the opportunity for a more seamless experience for you, making your life easier while saving you money.

## BETTER HEALTH

- Assists members in managing chronic disease
- Prevents the onset of disease through preventive health screenings

## BETTER CARE

- Proactive outreach vs. reactive treatment
- Convenient access to high-quality, compassionate doctors
- Holistic approach to member care – we know your health history

## BETTER VALUE

- Unnecessary trips to the emergency room and admissions to the hospital are avoided
- Fewer claims due to fewer health crises

**Baylor Scott & White Preferred** creates a collaborative environment where doctors and health plan administrators work alongside each other.

When you select a primary care doctor, they act as the quarterback for your care, treating you and directing care teams to ensure a comprehensive, coordinated, high-quality member experience is achieved.

Care is coordinated by a centralized team of nurse care managers, health coordinators and licensed social workers who work with you to help you get the most out of treatment plans set by your doctor. Follow-up visits are scheduled, medications are reconciled, preventive screenings are arranged when due, and you are connected with community resources, as appropriate.

Data is shared securely among primary and specialty care doctors, hospitals, labs and post-acute care facilities as well as the insurance plan. This can help you avoid unnecessary tests or procedures and billing.

Doctors can share in savings that come from improving quality and efficiency, leading to lower out-of-pocket medical costs and trends that are less than the national average.

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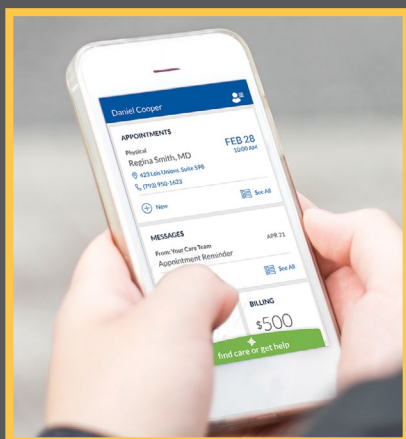
# Get the Most from Your Service Experience Through the Member Portal..

At [kisd.swhp.org](http://kisd.swhp.org), sign up and log in to the Member Portal to get answers to most of your benefits questions.

SIGN UP NOW

LOG IN

- View and print ID cards instantly
- View benefits and coverage
- See your claims and Explanations of Benefits (EOBs)
- View your deductible and out-of-pocket accumulator
- Take a wellness assessment
- Set your preferences
- Review Evidence of Coverage and other plan documents
- E-mail customer service through secure messaging



...or on the

## MYBSWHealth App

All of the same information from the portal is available on your phone. Plus, you can access MyChart to track your appointments and results with Baylor Scott & White providers. To log in, use the same user name and password you set up for the Member Portal.

## Find a network provider

Choose from a broad range of in-network providers by using the provider search tool link under your plan's name at [kisd.swhp.org](http://kisd.swhp.org). With our provider search tool, you can:

- Search by name and/or specialty
- Determine providers' distance from your ZIP code

It's usually a good idea to set up an appointment with your provider to get acquainted, at your convenience. Referrals are not required to see network specialists, even in our HMO network.



## Virtual Care

Technology + Healthcare = A Faster, Easier Way to Get Care

### MyBSWHealth

Get care from a Baylor Scott & White Health provider any day of the week without leaving your home or office. Simply schedule an E-Visit or Video Visit through your computer or mobile device. Receiving Virtual Care through MyBSWHealth.com or the MyBSWHealth app also allows your visit to be connected to your medical health records (with BSW providers). Learn more about MyBSWHealth [here](#) and log in to your account to schedule an appointment.

### *E-Visits - Online diagnosis and treatment plan for common medical conditions*

No need for an appointment. No need for a drive. No time in a waiting room. Baylor Scott & White's E-Visit service is a fast, affordable way to receive care. All of your personal data is encrypted to protect your privacy. In some cases, you may need an in-person visit to receive treatment.

### How does it work?

- Complete a short survey about yourself and your symptoms on the MyBSWHealth app. It takes about five minutes, depending on your condition.
- A care team member will review your answers, make a diagnosis and recommend treatment.
- You will receive your diagnosis and recommended treatment in an online response.
- Prescriptions will be sent immediately to your preferred pharmacy.

Clinicians are available 8 a.m. - 8 p.m., 7 days a week. If you finish an interview after 8 p.m., you will receive a response by the next day.

### *Video Visits - Visit online with a doctor, face-to-face in real time*

A private video conference where you can share symptoms, ask questions and point out any concerns just as you would in the doctor's office—all from the comfort and convenience of your home, office or nearly anywhere as long as you have secure internet access and a web camera.

### How does it work?

- Schedule same-day appointment through the MyBSWHealth app
- Receive set-up instructions prior to visit
- Set up visit on your phone or device
- Begin virtual doctor appointment

Video visits are available  
8 a.m. - 5 p.m., Monday-Friday.



# SWHP Wellness Program

**Taking care of yourself isn't a fad, it's a good habit. And it's a habit anyone can pick up. Let our Wellness programs improve the areas of your life that could use a boost.**

SWHP offers a variety of programming designed to meet your health and wellness needs regardless of where you may be on the continuum of care. Providing a comprehensive suite of effective resources and tools, we offer a tailored experience built on the demands of our members. We strive to continuously provide the right care, in the right place, at the right time. It is our mission to promote a healthy lifestyle and empower our members to become an active participant of their healthcare team.

## SWHP Wellness Assessment

The Wellness Assessment is a simple, digital health survey that helps you take steps toward a more vibrant and healthier life. The Wellness Assessment 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.

**Assessment for Members**

Log in and select  
Wellness Assessment

**Assessment for Non-Members**

Corp ID: 7238

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# Maternity Topics and MOMS Program

Get important information and resources for new moms and dads from our MOMS program. You'll receive personal phone calls from a licensed professional support families following the birth of a newborn.

A MOMS program professional can be reached toll-free at 888-316-7947.



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## Get Preventive

Find recommended preventive services here:

<http://www.cdc.gov/prevention/>

### Create a schedule of vaccines.

1. Make a schedule of recommended immunizations for your child from birth through 6 years here:

[http://www2a.cdc.gov/nip/kidstuff/newscheduler\\_le/](http://www2a.cdc.gov/nip/kidstuff/newscheduler_le/)

2. Then, review the schedule with your child's doctor.

### Take an online vaccination quiz.

Take an online vaccination quiz to see which vaccines you or your children may need by going here:

English:

<http://www2a.cdc.gov/nip/adultimmsched/>

Spanish:

<http://www2a.cdc.gov/nip/adultimmsched/quiz-sp.asp>





## Understanding your care options can save you money—and your life!

### **Need advice? Call a nurse.**

Our Nurse Advice Line is available 24 hours a day, 365 days a year to give you information about taking care of yourself at home or help you decide if a doctor's office appointment, urgent care center or emergency room visit is best for your symptoms. You'll find the Nurse Advice Line number on the back of your member ID card.

### **When you're sick or have a minor injury, visit your Primary Care Physician.**

Your doctor knows your health history and underlying conditions, making this the best—and least expensive—option for these conditions.

### **If your doctor's office is closed, consider an Urgent Care center.**

These facilities usually have extended and weekend hours. Although costs are higher than primary care, urgent care copays are lower than those for emergency care.

#### **Read the 'label' to avoid sticker shock.**

If you see words like "emergency" or "ER" on the sign at what you thought was an Urgent Care center, you might be at a freestanding emergency room. These facilities are licensed by the state to provide 24-hour emergency services to patients at the same level as a hospital-based emergency room. At a freestanding ER you'll receive emergency room care—at emergency-room prices.



**In a severe or life-threatening condition, go to the Emergency Room.**

Yes, it will cost more—but at this level of care you’ll have access to the widest range of services and technology. That could make all the difference in the outcome, which means it might be the best option for you.

**Stay in-network when you can. Out-of-network emergency care costs more.**

Scott and White Health Plan pays out-of-network emergency services according to Usual and Customary rates (industry standard), and members can be balance-billed for expenses beyond what insurance will pay.

See your coverage documents for additional information about emergency treatment, including definitions of the terms and information related to state-mandated consumer protections for facility-based provider charges.

**Find care near you.**

Use the provider search tool at [swhp.org](http://swhp.org) or the MyBSWHealth App and you can:

- Search by name and/or specialty
- Determine providers’ distance from your ZIP code
- Find a network provider

Referrals are not required to see network specialists.



# Pharmacy Services

SWHP members may access more than 68,000 pharmacies nationwide, including most national chains and a large selection of local pharmacies.

To find your nearest pharmacy, click here:

[PHARMACY SEARCH](#)

We also offer 90-day prescription refills for select medications at [Baylor Scott & White Health pharmacies](#).

Get the convenience of home delivery with mail order service. Call our mail order pharmacy and we will walk you through the transfer process.

Call toll-free at 855-388-3090  
Monday through Friday, from 7 a.m. to 7 p.m.,  
and on Saturday, from 9 a.m. to 1 p.m.

If you need detailed pharmacy claim information, pharmacy deductible information, explanation of benefits, or drug information and pricing, visit [swhp.org](http://swhp.org) or call [1-800-321-7947](tel:1-800-321-7947).

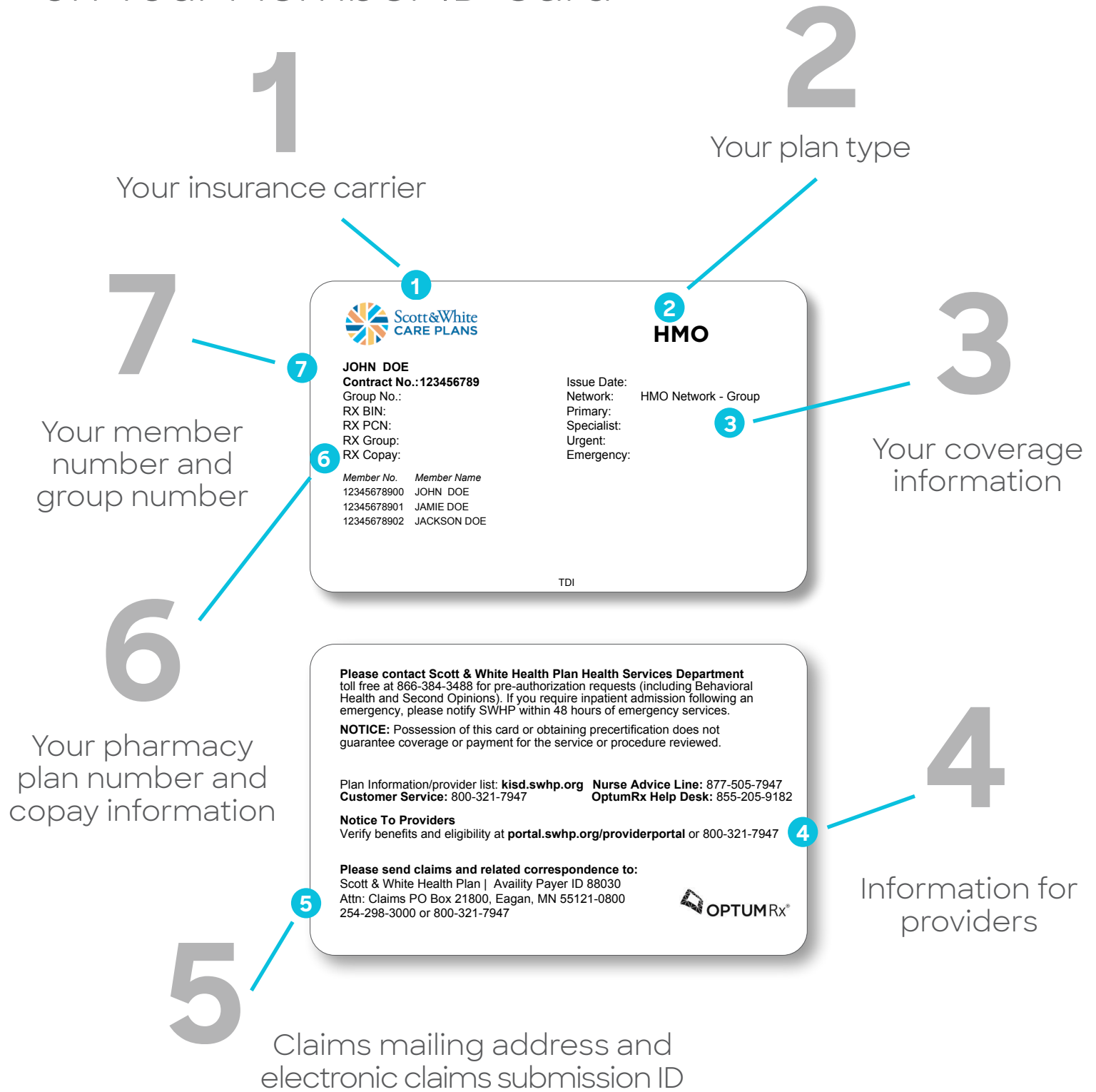
To view a formulary, click here:

[FORMULARIES](#)



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# Information Found on Your Member ID Card



**1**

**2**  
**HMO**

**7**  
**JOHN DOE**  
Contract No.: **123456789**

Group No.:  
RX BIN:  
RX PCN:  
RX Group:  
RX Copay:

Issue Date:  
Network: HMO Network - Group  
Primary:  
Specialist:  
Urgent:  
Emergency:

**6**

Member No.	Member Name
12345678900	JOHN DOE
12345678901	JAMIE DOE
12345678902	JACKSON DOE

TDI

**3**

Please contact **Scott & White Health Plan Health Services Department** toll free at 866-384-3488 for pre-authorization requests (including Behavioral Health and Second Opinions). If you require inpatient admission following an emergency, please notify SWHP within 48 hours of emergency services.

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**4**

**5**

Please send claims and related correspondence to:  
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 Attn: Claims PO Box 21800, Eagan, MN 55121-0800  
 254-298-3000 or 800-321-7947

You can access an electronic card at any time through the MyBSWHealth app or the Member Portal. You can also request a replacement ID card through the Portal.

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The ID card above is a sample. The exact location of certain elements may vary on your card.



# Don't Wait for Your EOB

## View your claim on the Member Portal

Even if your EOB isn't yet finalized for a particular medical claim, you can still view your claim details in Scott and White Health Plan's Member Portal.

Simply log in to the Member Portal through [kisd.swhp.org](http://kisd.swhp.org) and click on "Claims" from the menu on the left side.

Visit Date	Member	Claim No.	Type	Provider	Amount Billed	Plan Pays	You May Owe
02/01/2016	DOE	1602050F4074	Medical	DR GENTRY	\$318.00	\$100.00	\$50.00
02/01/2016	EDDY	160206071872	Drug	MC PHARAMCY	\$8.90	\$2.90	\$5.00
02/01/2016	DOE	160206071871	Drug	MC PHARAMCY	\$12.21	\$7.21	\$5.00
12/04/2015	EDDY	151208042008	Drug	MC PHARAMCY	\$38.54	\$32.54	\$6.00
11/19/2015	DOE	151122063413	Drug	MC PHARAMCY	\$122.19	\$116.19	\$6.00
11/19/2015	EDDY	151122063412	Drug	MC PHARAMCY	\$8.90	\$2.90	\$6.00

## Claim Snapshot

CLAIM SNAPSHOT		SERVICE DETAILS
DATE OF VISIT	CLAIM NO.	MEMBER
02/01/2016	1602050F6	DOE
PROVIDER		
URGENT CARE - DALLAS		
AMOUNT BILLED		\$318.00
- PLAN ALLOWED		\$200.00
- PLAN DISCOUNT		\$0.00
- PLAN PAID		\$150.00
PATIENT RESPONSIBILITY		\$50.00
COPAY		\$50.00
COINSURANCE		\$0.00
DEDUCTIBLE		\$0.00
YOU MAY OWE		\$50.00

Then click on any amount under "Plan Pays" to view the **Claim Snapshot** or **Service Details**. The Claim Snapshot provides key claim information, and Service Details itemizes the claim.

Click the **SAVE** icon to create a file that can be printed or saved.

EOBs are added to the portal monthly. Click on the Claim Number (in Claim No. column) to see your EOB.

# SWHP Disease Management

Disease Management programs are designed to improve the health of persons with chronic conditions and reduce associated costs from avoidable complications. These goals are accomplished by identifying and treating chronic conditions more quickly and more effectively, slowing the progression of those diseases. Disease Management is a system of coordinated healthcare interventions tailored to your conditions where self-care efforts can be implemented. Disease Management empowers you, working with your healthcare providers, to manage the disease and prevent complications.

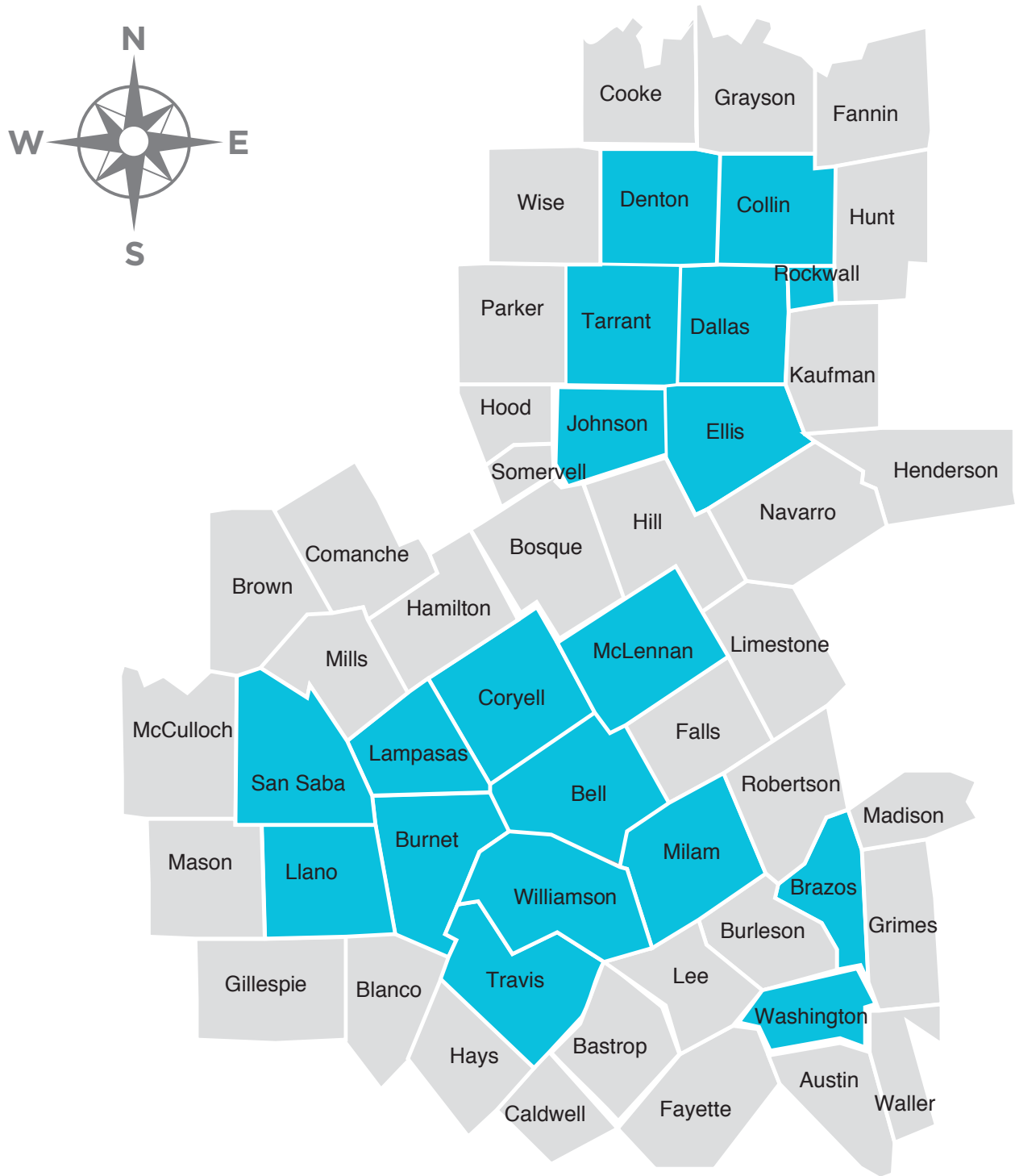
For more information, please contact the BSWQA HealthAccess line at 1-844-BSW-QLTY (1-844-279-7589).

# SWHP Complex Case Management

Our Complex Case Management program helps you if you have chronic conditions or complex care needs. A nurse case manager will work with you, your family, and the physician to create a plan to meet your ongoing complex care needs. Case managers advocate for you and assist you with setting goals and making a personal plan to improve your health. They can also assist with arrangements for necessary services and make referrals to, and incorporate, Disease Management programs as applicable. Case managers answer questions and educate you so you have a better understanding of your condition and plan of care. The purpose of the program is to help you get the best possible results and the greatest value from your health plan. Participation is voluntary, and there is no additional cost to you for this program.

For more information, please contact the BSWQA HealthAccess line at 1-844-BSW-QLTY (1-844-279-7589).

# Network Map



■ Service Areas

NOTE: Only certain ZIP codes in Johnson, Milam and Travis counties are included.

Thank you for choosing  
Scott and White Health Plan for your  
healthcare coverage needs.



Scott & White  
HEALTH PLAN



INSURANCE COMPANY OF  
Scott & White



Scott & White  
CARE PLANS

Part of  
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