



DFW ConnectedCare: American Airlines Plan Education

For Independent Providers
and Staff

Changing Healthcare For The Better™

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American Airlines Background



Founded in 1930, American Airlines is one of the largest airlines in the world. Throughout the years, American has created more than 900,000 jobs worldwide and supported close to 1,400 nonprofit organizations.

Together, Baylor Scott & White Quality Alliance (BSWQA), American and WebTPA (claims administrator) have designed a value-based health plan offering called DFW ConnectedCare. DFW ConnectedCare is offered in for American team members in the DFW area only and is effective January 1, 2020. Enrollment numbers are expected to reach approximately 4,500 (American team members and dependents).



American Terms to Know

Team Members = American Airlines refers to their employees that are eligible for benefits through DFW ConnectedCare as team members. **Pilots** are referred to as “Captain” in most instances.

DFW ConnectedCare = The medical plan powered by BSWQA that is being offered to American Airlines team members in the Dallas Fort-Worth area only.

In-network = The BSW Preferred network. You are in-network if you are contracted with BSW Preferred plan. Maximum benefits are obtained when care is provided or initiated by a primary care physician. Out-of-network benefits are NOT available.

WebTPA = The claims administrator for DFW ConnectedCare.



DFW ConnectedCare Overview

Network: DFW ConnectedCare is offered to American Airlines team members and their dependents enrolled in the plan and residing in the Dallas-Fort Worth area¹. In-network providers include those in the BSW Preferred network, credentialed through the Scott & White Health Plan. See the appendix slide for patients' benefit details, including medical services and prescriptions.

There is no coverage outside the BSW Preferred network unless plan participants use an emergency room for an emergency (as defined by the Plan) or are traveling outside of the area and need urgent or emergency care.

Traveling: If plan participants are traveling outside of the DFW area, within the United States, they have access to urgent and emergent care facilities through the Aetna Signature Administrators network. Plan participants have access to American's on-site clinics as well as eVisits and Video Visits through MyBSWHealth and Doc on Demand.

¹Dependents attending college or living in Central Texas will also be covered if they visit an in-network location of the BSW Preferred network. There are NO out-of-network benefits if seen outside of the BSW Preferred network.



WebTPA Is The Claims Administrator



Who is WebTPA

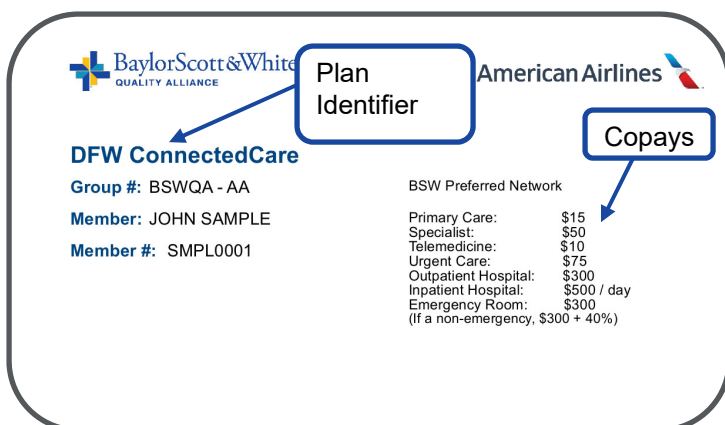
WebTPA is the 3rd party claims administrator for the DFW ConnectedCare Plan servicing American Airlines through the BSWQA direct to employer relationship.



Medical ID Cards

WebTPA is the claims administrator. They will process all medical claims for the DFW ConnectedCare plan for dates of service on or after January 1, 2020.

Front of card



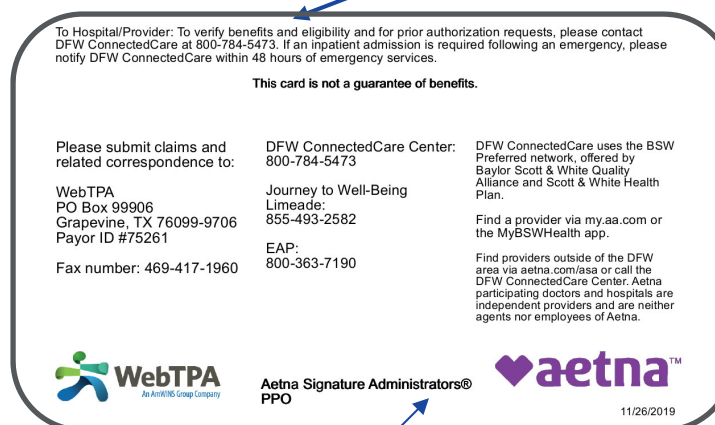
The front of the card features the Baylor Scott & White Quality Alliance logo on the left and the American Airlines logo on the right. The plan name "DFW ConnectedCare" is prominently displayed. Below it, the group and member information are listed. A "Plan Identifier" box highlights the plan name, and a "Copays" box highlights the cost details.

DFW ConnectedCare
Group #: BSWQA - AA
Member: JOHN SAMPLE
Member #: SMPL0001

BSW Preferred Network

Primary Care:	\$15
Specialist:	\$50
Telemedicine:	\$10
Urgent Care:	\$75
Outpatient Hospital:	\$300
Inpatient Hospital:	\$500 / day
Emergency Room:	\$300
(If a non-emergency, \$300 + 40%)	

Back of card



The back of the card contains important information for members and providers. It includes a disclaimer, contact information for WebTPA and the DFW ConnectedCare Center, and details about the Aetna network. A box highlights the DFW ConnectedCare Center phone number.

To Hospital/Provider: To verify benefits and eligibility and for prior authorization requests, please contact DFW ConnectedCare at 800-784-5473. If an inpatient admission is required following an emergency, please notify DFW ConnectedCare within 48 hours of emergency services.

This card is not a guarantee of benefits.

Please submit claims and related correspondence to: DFW ConnectedCare Center: 800-784-5473

WebTPA
PO Box 99906
Grapevine, TX 76099-9706
Payor ID #75261
Fax number: 469-417-1960

Journey to Well-Being
Limeade:
855-493-2582
EAP:
800-363-7190

DFW ConnectedCare uses the BSW Preferred network, offered by Baylor Scott & White Quality Alliance and Scott & White Health Plan.

Find a provider via my.aas.com or the MyBSWHealth app.

Find providers outside of the DFW area via aetna.com/asa or call the DFW ConnectedCare Center. Aetna participating doctors and hospitals are independent providers and are neither agents nor employees of Aetna.

WebTPA
An ANHEIM Group Company

Aetna Signature Administrators®
PPO

aetna™

11/26/2019

DFW ConnectedCare
Center phone number

The Aetna network is used only
when patients are needing
emergent or urgent care outside of
the coverage area



How to Submit a Claim



Claims may be sent to WebTPA electronically via this secure EDI connection:

EDI #75261



Please mail claims or correspondence to WebTPA's mailing address:

WebTPA

PO Box 99906

Grapevine, TX 76099-9706



How to obtain more coverage details from WebTPA



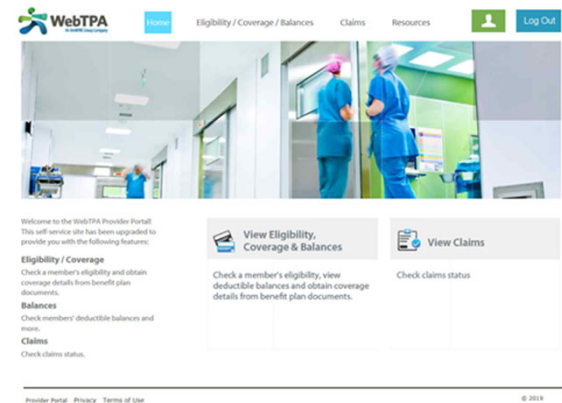
Access your WebTPA provider portal via www.webtpa.com.

- Select “Provider Log In” from the “Log In” dropdown menu at the top of the homepage.
- Watch a demo of the provider portal at <https://www.brainshark.com/WebTPA/ProviderPortal>.

OR



Speak with a WebTPA representative through the **DFW ConnectedCare Center** at **800.784.5473**.



DFW ConnectedCare

Prior Authorization List

- Providers will utilize a custom prior authorization list created specifically for DFW ConnectedCare. This list of services is posted on the BSWQA member website under the Resources tab - under "Contracts".
- In-Network Providers are responsible to receive approval for any proposed services. Prior authorization can be completed by contacting DFW ConnectedCare at 800-784-5473.
- If inpatient admission is required following an emergency, the facility should notify DFW ConnectedCare within 48 hours of emergency services.

Services Requiring Prior Authorization	
<ul style="list-style-type: none"> • Acupuncture (12 visits or 30 days in duration whichever is less) • Advanced radiology (includes MRI/CAT/CT/PET, etc.) • Assistant Surgeon • Bariatric Surgery • Chemotherapy • Chiropractic Care (12 visits or 30 days in durations then prior authorization required; whichever is less) • Clinical Trials • Dialysis • Dental procedures • Durable Medical Equipment (DME) with a purchase price greater than \$1,000 or \$1,000 cumulative rental • Emergency care over 48 hours • Gender Reassignment Benefit (GRB) • Genetic testing • Home health • Home infusion therapy • Infertility treatment or treatment promoting fertility • Inpatient stays including surgery (i.e. rehabilitation, hospital stays, pain management, cardiac rehabilitation, hospice, acute care and hyperbaric treatments, and sleep studies) • IV Infusions • Long term acute care • Maternity stays (over 48 hours or 96 hours for C-section) 	<ul style="list-style-type: none"> • Mental health/chemical dependency <ul style="list-style-type: none"> – Inpatient admissions – Residential treatment center (RTC) admissions – Partial hospitalization programs (PHPs) – Intensive outpatient programs (IOPs) • Psychological testing • Neuropsychological testing • Psychiatric home care services • Outpatient detoxification • Applied behavior analysis (ABA) • Outpatient electroconvulsive therapy • Non-Emergency air ambulance • Occupational therapy (12 visits or 30 days in duration then prior authorization required; whichever is less) • Outpatient surgery not done in a Physician office setting • Out of network hospitalization for non-Emergency care or greater than 7 days for emergency care • Physical therapy (12 visits or 30 days in duration then prior authorization required; whichever is less) • Private duty nursing • Proton Beam Therapy • Repetitive transcranial magnetic stimulation • Skilled nursing • Sleep apnea evaluation (inpatient or home) • Speech therapy (12 visits or 30 days in durations then prior authorization required; whichever is less) • Specialty medications over \$1,000 billed under the medical benefit • Transplants

Prior Authorization Form

Located in WebTPA portal and BSWQA member website (link to it from the homepage)

Medical Necessity Review/Request for Prior Authorization
Fax to: 469-212-1579

Health SOLUTIONS

Request Date: _____

Review Type: ☐ Admission/Initial ☐ Inpatient
☐ Retrospective ☐ Outpatient

Pre-determination completed ☐ Yes ☐ No Approved ☐ Denied ☐ Date: _____

MEMBER

Member Name: Last, First, Middle _____

Address: _____

Date of Birth: ____/____/____

Member ID #: _____

Phone #: _____

Sex: ☐ Male ☐ Female Age: ____/____

Please enter Admission / Start date of Service: ____/____/____

REQUESTOR CONTACT INFORMATION

Requestor's Name: _____

Phone #: _____

Fax #: _____

Place of Service: ☐ Home ☐ Outpatient ☐ Physician Office ☐ Other _____

Severity: ☐ Standard (non-urgent) ☐ Urgent * ☐ Other _____

*By checking the urgent box, you attest that applying the standard review timeline may seriously jeopardize the member's life, health or ability to engage in essential activities or subject the member to unreasonable financial or community jeopardy.

REQUESTING PHYSICIAN / PROVIDER

Name: Last, First, Middle _____

Address: _____

Phone #: _____

Fax #: _____

TIN #: _____

NPI #: _____

FACILITY INFORMATION

Facility: _____

Address: _____

Phone #: _____

Fax #: _____

TIN #: _____

DIAGNOSIS / PROCEDURE

Primary Diagnosis: _____

Primary Diagnosis Code: _____

Procedure Code*: _____

Description: _____

Start Date: ____/____/____

End Date: ____/____/____

Units: ____ Days, Units, Visits) (over)

*Please list additional CPT codes on page 2

Effective: 09/10/2018 Page 1 of 2

Medical Necessity Review/Request for Prior Authorization
Fax to: 469-212-1579

Health SOLUTIONS

Notes: Please list additional CPT codes, prior treatment history, current treatment plan or other pertinent information in this area.

SUPPORTING DOCUMENTATION:

Only submit clinical information that supports the request for service to determine medical necessity or specifically requested by eHealth Solutions.

Type of Review Request	Documentation
All Types of Review Requests	Documentation is included in the review request form that supports the medical necessity of the requested services.
Urgent Review Requests	Requests must be submitted as urgent if applying the standard review timeline would seriously jeopardize the member's life, health or ability to engage in essential activities or subject the member to severe pain that cannot be reasonably managed.

Disclaimer Statement

This review will be based on medical necessity only and is not a guarantee of payment. Payment is based on the terms of the participant's benefit plan and eligibility on the date of service. Additionally, if this request is for an OON provider or facility, there is the possibility for reduced benefits. Please call the customer service phone number on the back of the member's card for more information regarding benefits and eligibility.

Requesting Provider Attestation Statement

I hereby attest that, as a healthcare services provider or provider's representative, an order for the above medical services has been received for the identified member. In addition, I attest that the treatment plan has been approved by the prescribing (ordering) physician.

Printed Name: _____

Signature: _____

Date: _____

UMPrior Authorization Contact: 866-356-3666

Effective: 09/10/2018 Page 2 of 2



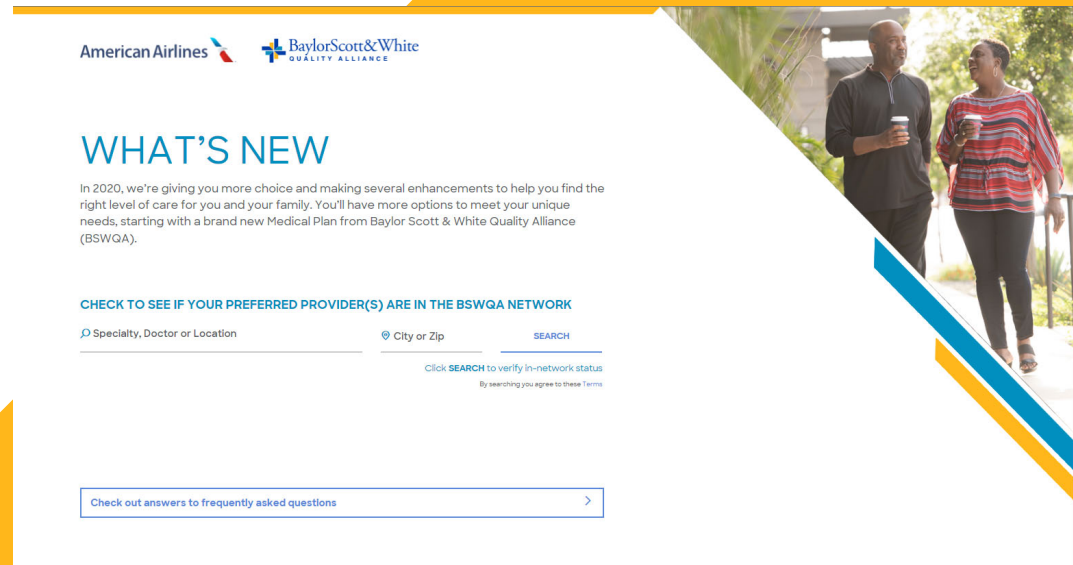


Referring a Patient


Referring a Patient

Finding a BSW Preferred Provider

- Visit DFWConnectedCare.com
- Contact DFW ConnectedCare Center at **800-784-5473**



The screenshot displays the DFW ConnectedCare website interface. At the top, the American Airlines and Baylor Scott & White Quality Alliance logos are visible. The main heading is 'WHAT'S NEW', followed by a paragraph about 2020 enhancements. Below this is a search section titled 'CHECK TO SEE IF YOUR PREFERRED PROVIDER(S) ARE IN THE BSWQA NETWORK'. It features two input fields: 'Specialty, Doctor or Location' and 'City or Zip', with a 'SEARCH' button. A link to 'Click SEARCH to verify in-network status' is provided, along with a disclaimer 'By searching you agree to these Terms'. At the bottom, there is a link to 'Check out answers to frequently asked questions'.

American Airlines  Baylor Scott & White
QUALITY ALLIANCE

WHAT'S NEW

In 2020, we're giving you more choice and making several enhancements to help you find the right level of care for you and your family. You'll have more options to meet your unique needs, starting with a brand new Medical Plan from Baylor Scott & White Quality Alliance (BSWQA).

CHECK TO SEE IF YOUR PREFERRED PROVIDER(S) ARE IN THE BSWQA NETWORK

Specialty, Doctor or Location City or Zip

Click **SEARCH** to verify in-network status
By searching you agree to these Terms

[Check out answers to frequently asked questions](#) >

BSW Urgent Care Locations

There are 7 in-network BSW Urgent Care locations for the DFW ConnectedCare plan

- Copay is \$15 (same as a primary care visit)
- Other in-network Urgent Care locations (non-BSW) may result in a higher \$75 copay for the patient
 - If a BSW Urgent Care is not available, refer the patient to another in-network Urgent Care before referring to an emergency department



Don't wait. Get Better!

Locations

North Garland

7217 Telecom Parkway, Suite 100A
Garland, TX 75044
469.800.2530

Fort Worth

11016th Avenue, Suite 110
Fort Worth, TX 76104
817.912.8360

McKinney

5220 W. University Drive, Suite 100
McKinney, TX 75071
469.800.5100

Midlothian

1441 S. Midlothian Parkway, Suite 100A
Midlothian, TX 76065
469.800.9440

Southlake

925 E. Southlake Boulevard, Suite 100A
Southlake, TX 76092
817.912.8800

Lovers Lane

5800 Lovers Lane
Dallas, TX 75206
972.817.6260

Irving

2021 N. MacArthur Boulevard, Suite 115
Irving, TX 75061
972.817.1000

Hours of operation

Monday - Saturday, 8:00 AM - 8:00 PM
Sunday, 12:00 - 5:00 PM

Conditions we treat

We treat a variety of conditions (for ages 6 months and up), including:

- Allergies
- Cold and flu, upper respiratory infection, fever
- Ear complaints
- Eye irritation and redness
- Rashes and skin problems
- Sore throat or cough
- Vomiting and/or diarrhea
- Urinary tract infection
- Bites and stings
- Minor broken bones
- Minor burns
- Cuts and scrapes
- Strains and sprains
- X-rays
- Camp, school and sports physicals
- Flu shots

Physicians are employees of HealthStar Provider Network, a member of Baylor Scott & White Health, 6000 Baylor Scott & White Health, 1111N, 4196, 2019 R10

Summary

- **DFW ConnectedCare:** Is a new plan available to local American Airlines team members. This is one of four plans offered to American Airlines team members in 2020.
- **Know if You are In-Network:** You are in network if you are contracted with BSW Preferred (SWHP).
- **No Out-of-Network Benefits:** DFW ConnectedCare members have no out-of-network benefits, so network utilization management is crucial for this population.
- **Find an In-Network Provider:** Visit DFWConnectedCare.com or call the DFW ConnectedCare Center to find in-network providers at 800-784-5473.
- **Care Management Support:** BSWQA is supporting the care management of this population, and the DFW ConnectedCare Center can be reached at 800-784-5473 for support with your patients.





APPENDIX

DFW ConnectedCare

Employee Eligibility

Generally, all active, full-time or part-time employees on the U.S. payroll of American Airlines, Inc. with a permanent residence or alternate/benefits address in a designated region (as described in the chart) are eligible for the Plan.

Refer to the [Employee Eligibility](#) section in the American Airlines summary plan description posted on the BSWQA Members Website for additional information.

Plan	Available to Employees With a Permanent Residence or Alternate/Benefits Address in a zip code in one of the following eligible counties (and not in an excluded zip code):
The American Airlines, Inc. DFW ConnectedCare Plan	<p><u>Eligible Counties</u></p> <ul style="list-style-type: none">• Denton, Collin, Parker, Tarrant, Dallas, Rockwall, Johnson, and Ellis <p><u>Excluded Zip Codes</u></p> <ul style="list-style-type: none">• 76082 Springtown• 76066 Milsap• 76033 Cleburne• 76093 Rio Vista• 76050 Grandview

DFW ConnectedCare Plan Highlights

Medical Plan Coverage

What the member pays		In-Network
Deductible	Member only	\$0
	Family	\$0
Out of pocket	Member only	\$3,500
	Family	\$7,000
Preventive care		\$0
Onsite clinic		\$20 ¹
Telemedicine		\$10 ¹
Primary Care Provider (PCP) visit		\$15 ¹
Specialist visit		\$50 ¹
Outpatient hospitalization		\$300 ¹
Inpatient hospitalization		\$500 ¹ /day
		\$1500 ¹ max
Retail/convenience clinic visit		\$20
Urgent care		\$75 ¹
Emergency room		\$300 ^{1,2,3,4}
Basic radiology		\$50 ¹
Advanced radiology		\$100 ¹
Outpatient individual/marriage/couples/family counseling		\$50 ¹



¹Copays count toward the out-of-pocket maximum.

²Inpatient maximum is \$1,500 per hospitalization occurrence.

³Copay is waived if admitted.

⁴If a non-emergency, you'll pay \$300 + 40%.

SAB(1)

Slide 19

SAB(1

Footnote 4 is not referenced in the coverage table

Smith, Andrew B. (HTPN), 11/18/2019

DFW ConnectedCare Plan Highlights

Pharmacy Plan Coverage

Retail Rx (30 day supply)	
Generic	\$20 ¹ Copay
Preferred Brand	\$50 ¹ Copay
Non-Preferred Brand	\$100 ¹ Copay
Mail Order (90 day supply)	
Generic	\$40 ¹ Copay
Preferred Brand	\$100 ¹ Copay
Non-Preferred Brand	\$200 ¹ Copay

¹Copays count toward the out-of-pocket maximum.

