BaylorScott&White
QUALITY ALLIANCE

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 area[1]. 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.

[1]Dependents 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.

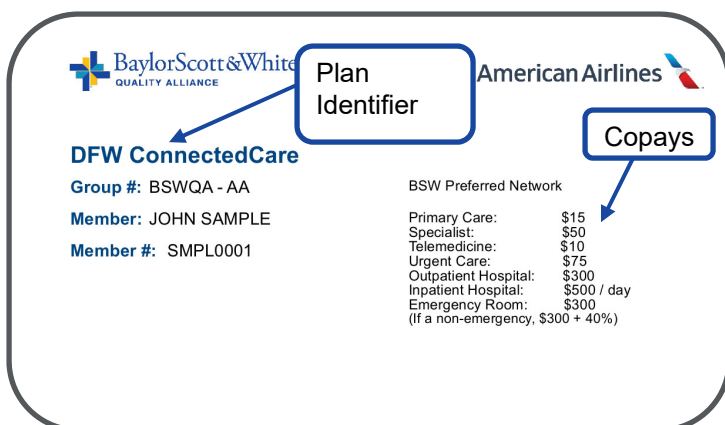# WebTPA Is The Claims Administrator

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.
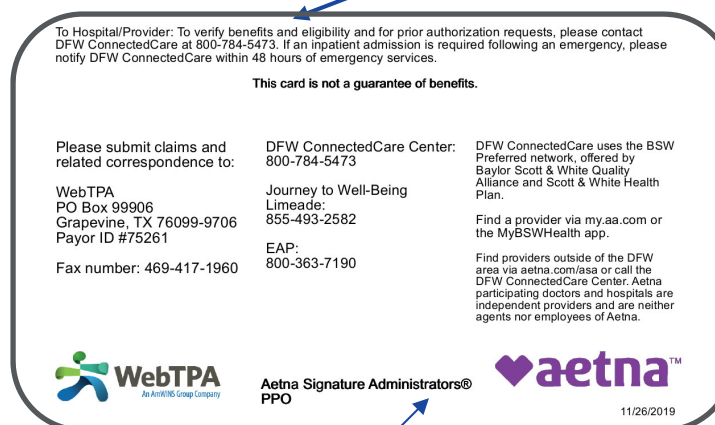
Front of card

Back of card

DFW ConnectedCare Center phone number

Front of card

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American Airlines

Plan Identifier

DFW ConnectedCare

Copays

Group #: BSWQA - AA

BSW Preferred Network

Member: JOHN SAMPLE

Primary Care:	$15
Specialist:	$50
Telemedicine:	$10
Urgent Care:	$75
Outpatient Hospital:	$300
Inpatient Hospital:	$500 / day
Emergency Room:	$300

Member #: SMPL0001

(If a non-emergency, $300 + 40%)

Back of card

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:

WebTPA
PO Box 99906
Grapevine, TX 76099-9706
Payor ID #75261

Fax number: 469-417-1960

DFW ConnectedCare Center:
800-784-5473

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.aa.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 AmWINS Group Company

Aetna Signature Administrators®
PPO

aetna™

11/26/2019

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
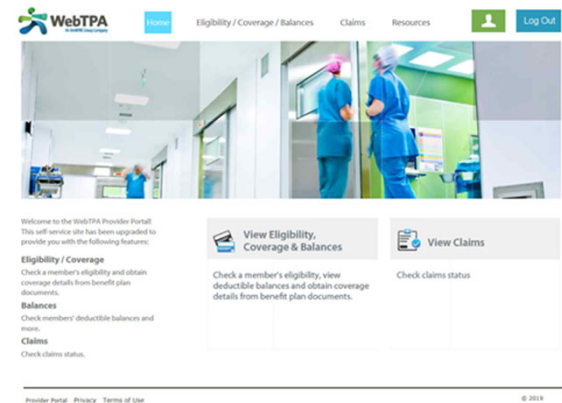**Grapevine, TX 76099-9706**

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	
- 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)	- Mental health/chemical dependency - 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

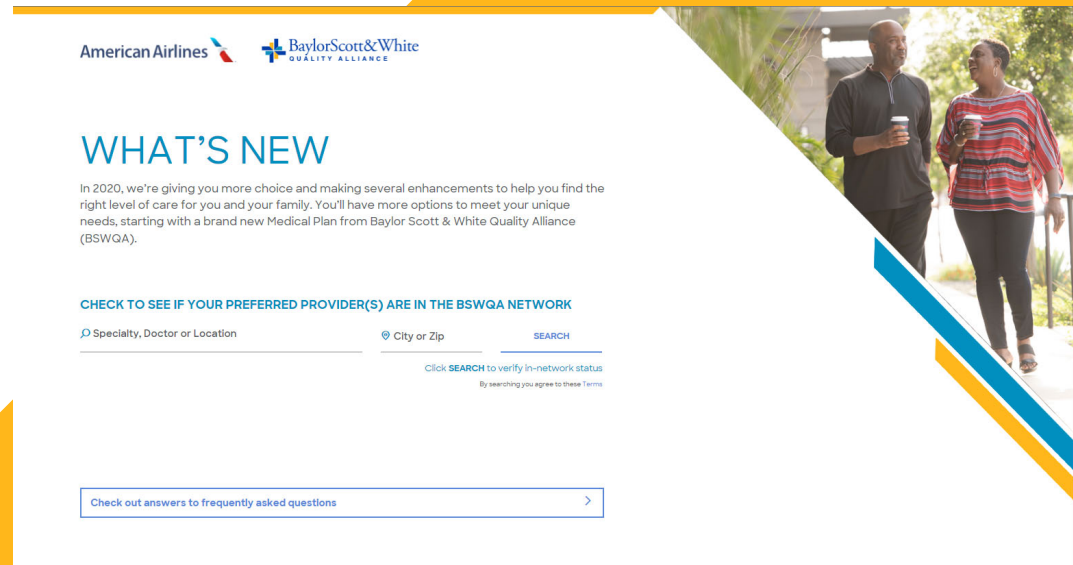Located in WebTPA portal and BSWQA member website (link to it from the homepage)

Referring a Patient

Referring a Patient
Finding a BSW Preferred Provider

- Visit DFWConnectedCare.com

- Contact DFW ConnectedCare Center at **800-784-5473**

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

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URGENT CARE
A member of HealthTexas Provider Network

Don't wait. Get Better!

Locations

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

Fort Worth
1101 6th 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 HealthTexas Provider Network, a member of Baylor Scott & White Health. ©2019 Baylor Scott & White Health, HTPN_4796, 2019 BD

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	<u>Eligible Counties</u> • Denton, Collin, Parker, Tarrant, Dallas, Rockwall, Johnson, and Ellis <u>Excluded Zip Codes</u> • 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]

[1]Copays count toward the out-of-pocket maximum.
[2]Inpatient maximum is $1,500 per hospitalization occurrence.
[3]Copay is waived if admitted.
[4]If a non-emergency, you'll pay $300 + 40%. SAB(1

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

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