



## New and Returning Member FAQ

Updated January 2021

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### Customer Service Hold Times

The new year has brought new members to our health plan, and we're receiving more phone calls than usual. We want you to know that we value your phone call and are actively working to reduce wait times.

Options for contacting us, as well as Self-Service Member Portal instructions and other helpful tips for accessing plan information, are included in this document.

### Frequently Asked Questions

#### **Q: Will I receive a Welcome Packet with my ID Card?**

**A:** This answer depends on your plan type:

**Commercial Members** who are part of a benefits plan provided by your employer, or have separately purchased benefits for yourself and/or your family, will receive a Welcome Letter and Quick Reference Guide (QRG) with your ID Card. Your QRG is the source for many helpful items, including information on how to find a provider, self-service tools, pharmacy benefits, wellness programs and more.

**New Medicare members** will receive a New Member Kit in addition to their ID Card and Welcome Letter. The New Member Kit contains information about your plan benefits, self-service tools, your pharmacy benefits, wellness programs, and more. The New Member Kit will arrive in a separate mailing.

**Returning Medicare members** will receive their ID Card and Welcome Letter. Members also receive an updated [Benefits of Membership](#) guide every October.

Regardless of plan type, if you need access to your plan information, many details are available on our website, [swhp.org](http://swhp.org) and [advantage.swhp.org](http://advantage.swhp.org) (Medicare members). A Customer Advocate can also help you locate this information.

#### **Q: What do I do if my Member ID Card has not arrived in the mail?**

**A:** Your ID Card is available in your Member Portal. See below for Member Portal links and instructions.

If you are a Marketplace member, your ID Card will be processed upon receipt of your Initial Premium Payment, also known as a "binder payment." Once this payment is processed, it may take up to 7 days for your ID Card to show in the portal.

Additional payment information for Marketplace members:

- 2021 Initial Premium Payments are due by January 29, 2021
- Learn more about [convenient automatic payments](#) for Marketplace Members
- Make a one-time payment using our [payment portal](#)

#### **Q: I am a returning member. Why am I having issues with my Member ID in 2021?**

**A:** Is it possible that your member number or network may have changed upon renewal?

- You may have a different Member ID number, copay, or changes to your [provider network](#).



- It's important to share your new Member ID Card information when visiting providers and pharmacies, even if you have previously been a patient at that location. If anything has changed, your provider's office can verify all details using the provider portal listed on the back of your ID Card.
- If you are a previous [MyBSWHealth](#) portal user, you may need to re-link your MyBSWHealth Member Portal with your new Member ID. Linking instructions are below.

**Q: What types of information are available in my Member Portal?**

**A:** You can view your ID Card, find a provider and much more.

- **Commercial and Medicare members** can access their portal at [MyBSWHealth.com](#).
- **RightCare members** can access the Member Portal at [RightCare.FirstCare.com](#).

**Q: Can I contact a Customer Advocate through the Member Portal?**

**A:** Yes. You can send your inquiry through the secure messaging feature of the [MyBSWHealth](#) Member Portal.

- From the MyBSWHealth home screen, click "Insurance & Billing"
- Tap "Scott and White Health Plan"
- Tap "Member Support"
- Then "Create a New Request"
- We'll get back to you, usually within 1-2 business days.

RightCare members can also send us a message through the [RightCare Member Portal](#). Simply click "Message Center" and "Send a Message" in the portal's left navigation.

**Q: Can I access the Member Portal on my smartphone or tablet?**

**A:** Yes; install the award-winning MyBSWHealth App on your mobile device:

- Text BETTER to 88408, or
- Download MyBSWHealth in the [App Store](#) or [Google Play](#)

Many popular features are available in the MyBSWHealth App. For full Member Portal functionality, please log in to the [MyBSWHealth](#) website.

**Q: How can I link my health plan account to a [MyBSWHealth](#) user account?**

**A:** You can link your health plan account with the following steps:

1. Log in to the [MyBSWHealth website](#) (you may have to create an account if you don't already have one)
2. Tap "Settings" in left navigation
3. Tap "Linked Accounts and Devices"
4. Tap "Link Account"
5. Select the drop-down next to "Insurance Plan" and select "Scott and White Health Plan"
6. Enter member information
7. Tap "Verify and Link"

If you are linking from the mobile app, instructions may vary slightly. For help signing up or logging in to the MyBSWHealth Member Portal, please refer to this [access guide](#).



**Note for BSW Marketplace members:** If you are a new BSW Marketplace member who hasn't received an ID card, you can use the Member ID from your invoice – add two zeroes "00" when linking your account. *Example: BSW123456700.* We apologize for any confusion this step may cause.

**If you need technical assistance with the MyBSWHealth portal, please contact Baylor Scott & White Health's Support Center at 855.691.0180, Monday through Friday from 7 a.m. to 6 p.m.**

**Q: How can I find an in-network provider?**

**A:** We recommend using the **Find Care** tool in your linked Member Portal, which includes primary care doctors, specialists, pharmacies and more – specific to your network.

If you haven't registered for the portal, you can also visit our [Find a Provider tool](#) online. You will need to select your network from the drop-down menu.

**Q: I would like to know more about COVID-19 vaccines and COVID-19 benefits.**

**A:** Visit our [COVID-19 page](#) for the latest health plan information and links to helpful resources.

**Q: How can I stay in touch for future health plan updates?**

**A:** Register for the Member Portal to ensure we have your current email address on file for future health plan communications, including COVID-19 updates and member newsletters. You can also [visit our website](#) or follow us on [Facebook](#) and [Twitter](#).