

Scott and White Care Plans Open Enrollment



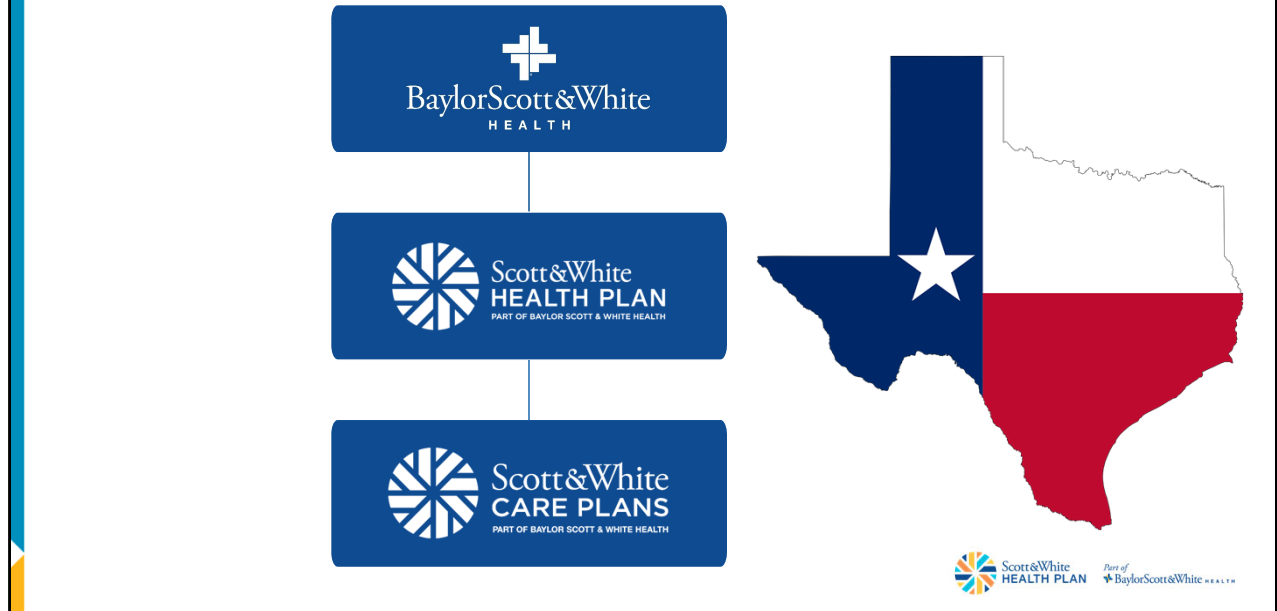
Bell County

Plan Year: Nov. 1, 2021 – Oct. 31, 2022

Open Enrollment: Aug. 9, 2021 – Aug. 27, 2021



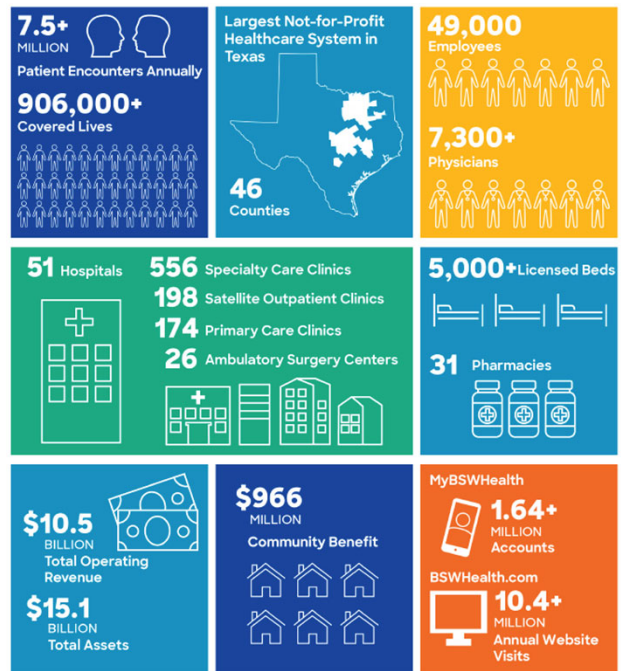
Who We Are:



Scott & White Care Plans is a wholly owned subsidiary of Scott and White Health Plan, and part of Baylor Scott and White Health. Our company was born in Texas in 1982 and we're still here, specializing in health Insurance plans for Texans.

We have offices in Abilene, Amarillo, Austin, Dallas, Lubbock and Waco and our corporate headquarters is in Temple.

Supported by the largest
not-for-profit provider
system in the state of Texas



Information for hospitals, specialty care clinics, primary care clinics, MyBSWHealth and BSWHealth.com is as of 1/1/2021. All other information is as of 6/30/2020 except community benefit, which is 6/30/2019.

U.S. News & World Report published its 2020-2021 Best Hospitals list, and for the third consecutive year, Baylor Scott & White is the most award-winning not-for-profit health system in Texas. Our legacy of providing quality, safe care, has propelled us forward once again—even during one of the most challenging times in our more than 100-year history.

2021-22 Bell County Base Plan: BSW Preferred Network

If you live OR work in any county shown in blue, you can choose coverage with the BSW Preferred Network and see in-network providers any county shown in blue.



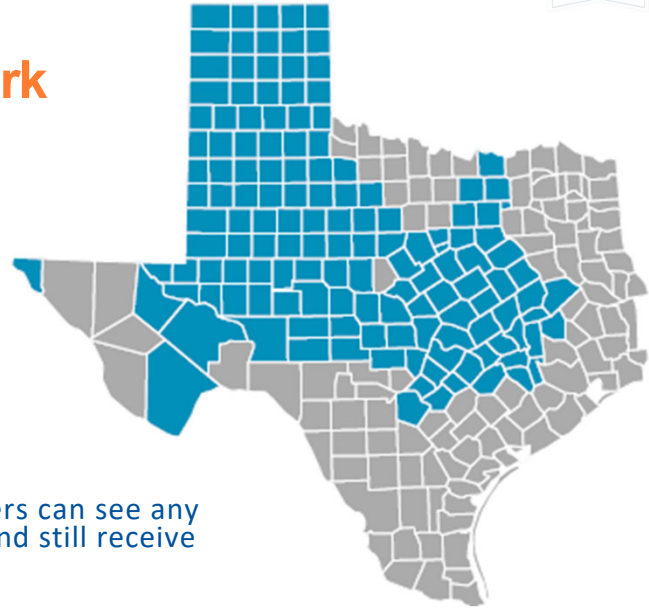
Our Open Access HMO means you can see any network provider without a referral and still receive in-network benefits.



2020-21 Bell County Service Area Buy-Up Plan: BSW Plus HMO Network



If you live OR work in any county shown in blue, you can choose coverage with the BSW Plus HMO Network and see in-network providers in any county shown in blue.



Our Open Access HMO means members can see any network provider without a referral and still receive in-network benefits.

BSW PLUS HMO Network is the larger of the SWHP Networks offered to Bell County employees.

You'll find additional member information at bellcounty.swhp.org and through the MyBSWHealth app.



Now if you forget everything else in this presentation, just remember this:

You can find virtually everything you need on our website. **bellcounty.swhp.org**.

Find a Provider: It's as easy as 1-2-3

1. Go to BellCounty.swhp.org
2. Find the header “Bell County BSW Preferred HMO” OR “Bell County BSW Plus HMO”
3. Click the “Find a Provider” under the heading for your plan

Bell County BSW Preferred HMO

Find a Provider – BSW Preferred

Remember: While you are not required to select a Primary Care Physician, creating a continuing, trusting relationship with a primary care doctor has immense value. You may see any network physician without a referral.

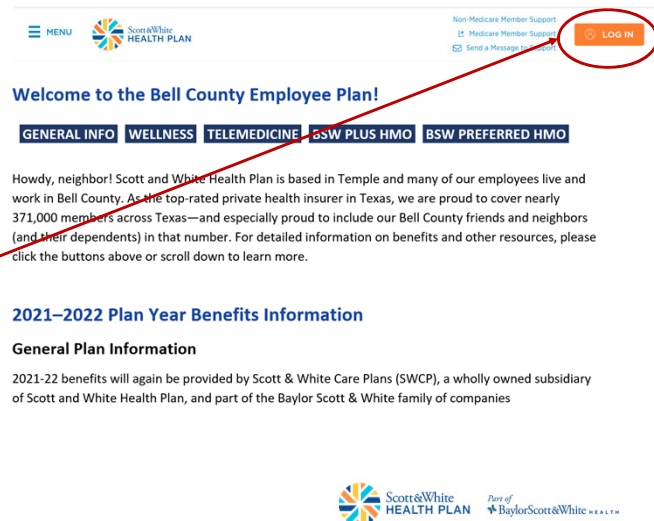


Finding a provider has never been easier. Our provider search tool allows you to search for providers in several different ways.

Go to bellcounty.swhp.org and click on the provider tab “Find a Provider-BSW Preferred HMO” OR “Find a Provider-BSW Plus HMO” to find providers in your network.

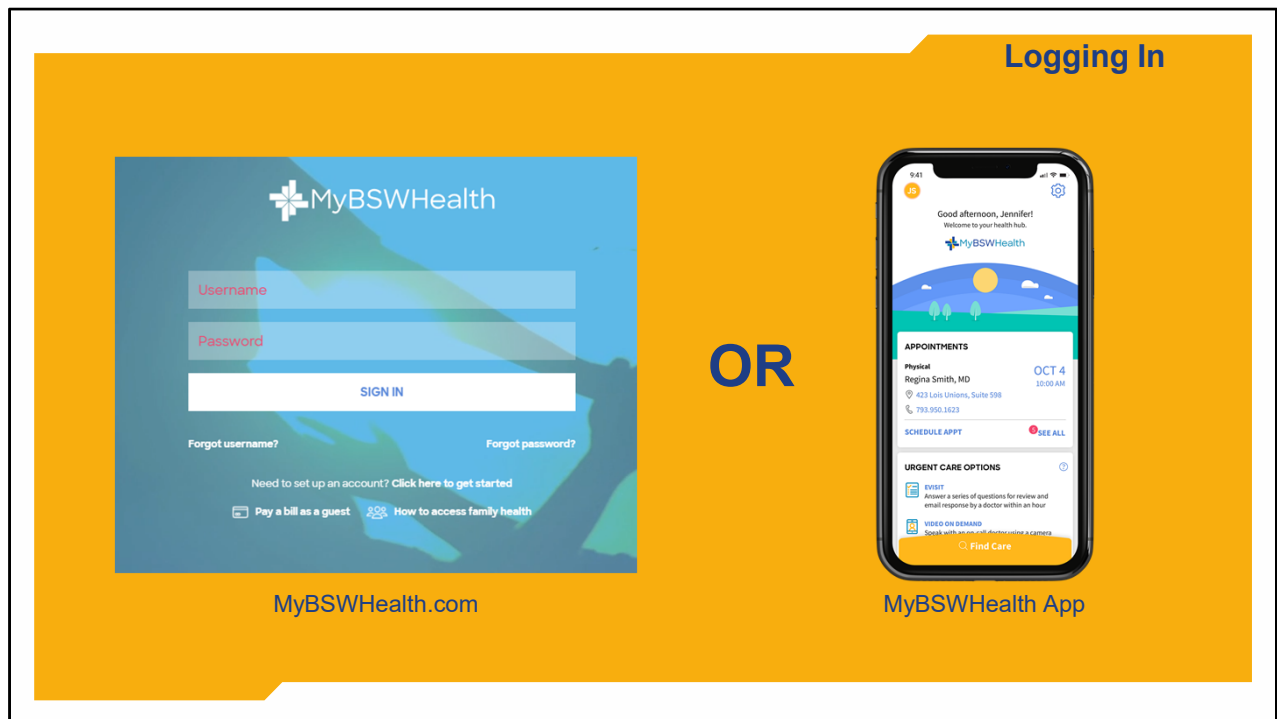
Member Resources at bellcounty.swhp.org

- Member Guides
- Provider search tool
- Wellness resources
- Information on pharmacy, claims, customer service, and more
- Log in to the **MyBSWHealth Member Portal**



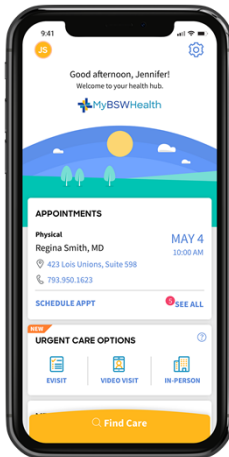
You have access to great resources on our custom website for Bell County members, BellCounty.swhp.org. For example, you can download Member guides and benefits information, search for a provider, watch videos, and more.

There's a wealth of online information, resources, and functions available 24/7 in the MyBSWHealth Member Portal. Just look for the Log In button to get started.



Once you have set up your account, you can access MyBSWHealth on your computer or tablet, or your phone with the MyBSWHealth app.

Link your SWHP account in the app:

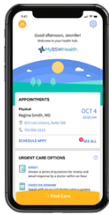


1. Tap the gear icon in the top right corner
2. Tap “Manage Linked Accounts”
3. Tap “Link Account”
4. Enter member information

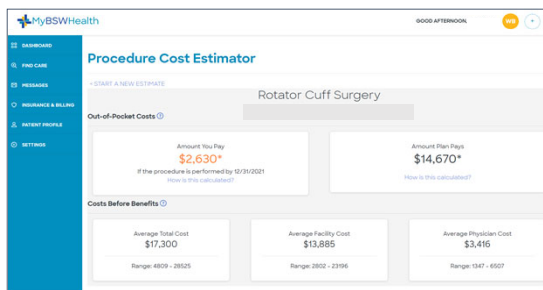


Be sure to link your account in the MyBSWHealth app so your claim can be properly processed.

MyBSWHealth award-winning self-service tools



- View claims and authorizations
- View and print ID cards
- See Explanations of Benefits
- Get estimated costs for procedures
- Schedule eVisits/Video Visits
- See benefits and copay information
- Check deductible and out-of-pocket status
- View plan documents
- Take a health risk assessment
- Participate in wellness challenges
- Find a provider



Your health plan **and** health provider information in one place

In the MyBSWHealth member portal you can see required copays, view, print or request ID cards, check the status of deductibles and out of pocket max, see claims and Explanations of Benefits, review your prescription usage, schedule eVisits and same-day video visits, and so much more.

You can also send an email to customer service advocates and receive responses through the portal's secure messaging feature.

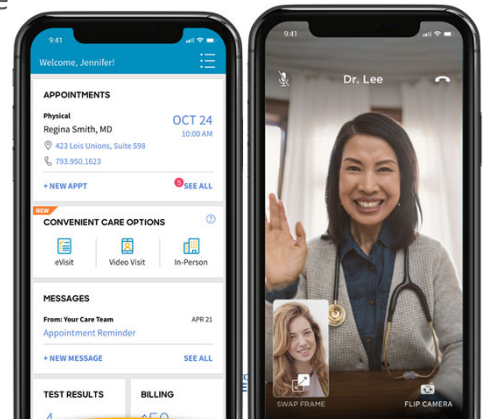
Virtual Care at \$0 Copay

MyBSWHealth

- eVisits – 5-10 minute online interviews
- Video Visits - face-to-face with a doctor in real time
- MyBSWHealth.com

MDLIVE

- Talk to doctors, licensed therapists and more
- Visit by phone, secure video, or MDLIVE app



You and your dependents can receive care from the comfort of your home, or anywhere in Texas, for a \$0 copay.

MyBSWHealth eVisits are great for common medical conditions. It takes 5-10 minutes to complete an online interview about your symptoms and you'll receive a response from a Baylor Scott & White Health provider within one hour.

You can also schedule a Same-day Video Visit so you can talk to a provider, face-to-face:

Whichever option you choose, if you need a prescription it will be sent immediately to your preferred pharmacy.

MyBSWHealth virtual care is available seven days a week, 8:00 AM – 8:00 PM.

Additional virtual care options, powered by MDLIVE, are available 24 hours a day, 7 days a week. You can visit with a doctor by phone, secure video, or the MDLIVE app.

Wellness and value-added programs



Wondr

- Unique mindful-eating curriculum combined with technology
- Teaches skills needed to sustainably lose weight & improve health
- Proven to deliver
 - sustainable weight loss
 - meaningful reversal of MetS risk factors like hypertension / prediabetes



Expecting the Best

- Resources to help expectant mothers enjoy a healthy pregnancy
 - Through pregnancy +1 year
 - Active guidance for high-risk pregnancy
 - Access to a nurse 24/7
 - Depression screening
 - Parental education
 - Immunization reminders
 - Planning & educational tools for returning to work



Webinars & Newsletters



Scott & White
HEALTH PLAN

Part of
BaylorScott & White HEALTH

Got questions about prescriptions?

The Scott and White Health Plan
Pharmacy Team is here to help!

Call: **844.633.5325**

Mail Order Pharmacy: **817.388.3090**



SWHP 2021-22 Plan Year Benefits

\$30 Office Visits

Benefit	Copay
Medical Deductible	\$1,250 Individual / \$2,500 Family
Out-of-Pocket Maximum	\$3,750 individual / \$7,500 Family (includes combined Medical and Rx copays, deductibles and coinsurance)
Primary Care Physician	\$30 copay
Specialist Office Visit	\$30 copay
Preventive Care	\$0
Outpatient Surgery Facility	20% after deductible Up to the out-of-pocket maximum
Inpatient Hospital	20% after deductible Up to the out-of-pocket maximum
Urgent Care	\$75 copay
Emergency Room	\$250 copay per visit, plus 20% after deductible (\$250 copay waived if admitted within 24 hours)
Manipulative Therapy	\$30 copay (35 visits per calendar year max)

For more benefit information, please go to bellcounty.swhp.org.

Unlimited Rx Benefit PLUS only \$10 for Preferred Generic Drugs!

Prescription Drugs		
	Retail (up to 30-day supply)	Mail Order (up to 90-day supply)
Rx Maximum	Unlimited	
Rx Deductible Applies to Preferred Brand and Non-Preferred Drugs	\$0 per individual	\$0 per individual
Preferred Generic	\$10	\$20
Preferred Brand*	\$40	\$80
Non-Preferred Brand or Non- Preferred Generic	Lesser of \$100 or 50% /retail	Lesser of \$200 or 50% / maintenance



Rx copays and coinsurance apply to Out-of-Pocket Maximum.

** Please review the new Group Value Formulary at bellcounty.swhp.org for any changes that may affect medications you are currently taking.*

For more benefit information, please contact bellcounty.swhp.org

Customer Support



Customer Service

- **Designated** contact for the District
- 7 AM to 7 PM, M-F
- Average speed of answer **13 seconds**
- Online messaging responses within **1 business day**



Health Access

- Added level of customer support through Baylor Scott & White Quality Alliance
- Navigate the healthcare system
- Find a doctor
- Schedule appointments



24/7 Nurse Line

- Managed by Baylor Scott & White Health staff
- Immediate support, 24/7
- Discuss symptoms and concerns
- ER/Urgent care guidance



Thank you for your interest in Scott and White Health Plan

We look forward to being your healthcare provider
and meeting your healthcare needs during the
2021-2022 plan year!



We look forward to being your healthcare provider and wish you all the best with your healthcare needs during the 2021-2022 plan year!