

MyBSWHealth Member Portal User Guide

For Baylor Scott & White Health Plan Members

You'll find a wealth of online information, resources, and functionality available 24/7* in our MyBSWHealth member portal, accessible from your computer, tablet or mobile device.

What is MyBSWHealth?



MyBSWHealth is a secure, online tool that connects you to your personal health and insurance information, offering self-service features, including:



- ID cards
- Plan benefits
- Find a provider
- Claims, authorizations and deductibles
- Wellness features
- Member support (Live **chat** and secure **messaging**, 8 AM to 5 PM, M-F)
- Telehealth options
- And more!

The MyBSWHealth App

In addition to the online member portal experience, you can install the award-winning MyBSWHealth App on your mobile device:

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

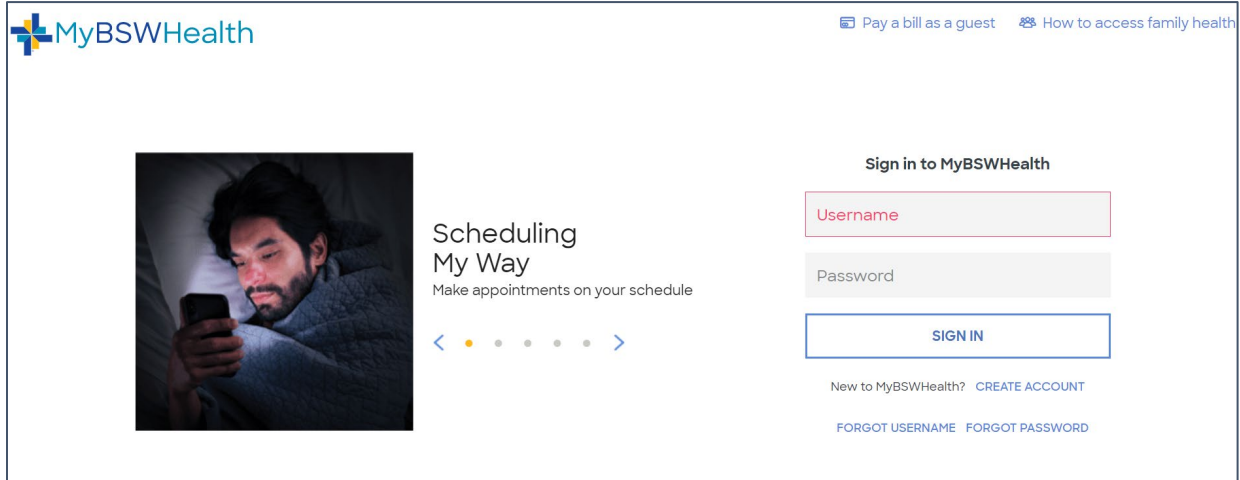


* For most features

Get Started with MyBSWHealth

Step 1

Go to MyBSWHealth.com



The screenshot shows the MyBSWHealth login interface. At the top left is the MyBSWHealth logo. On the right, there are links for "Pay a bill as a guest" and "How to access family health". The main content area features a carousel slide titled "Scheduling My Way" with the subtitle "Make appointments on your schedule" and a navigation arrow. To the right of the slide is a "Sign in to MyBSWHealth" section with a "Username" input field, a "Password" input field, and a "SIGN IN" button. Below the button are links for "New to MyBSWHealth? CREATE ACCOUNT", "FORGOT USERNAME", and "FORGOT PASSWORD".

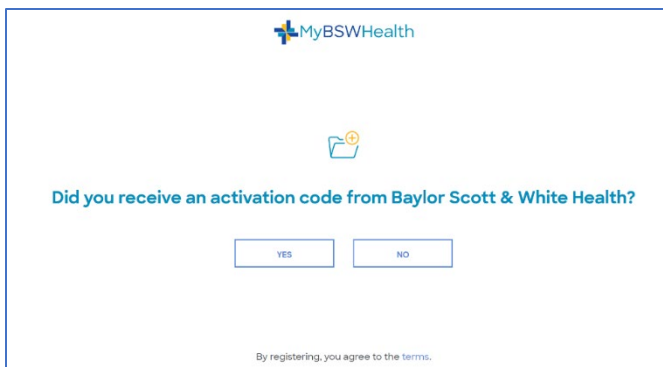
Step 2

Returning member? Log in with your username and password, then click **SIGN IN** to proceed.

- If you forget your username or password, don't worry. Just click the **FORGOT USERNAME** or **FORGOT PASSWORD** links for help.
- Have you linked your Baylor Scott & White Health Plan account? If not, see instructions on page 4. A list of options available once your health plan account is linked starts on page 5 of this guide under **Insurance & Billing Options**.

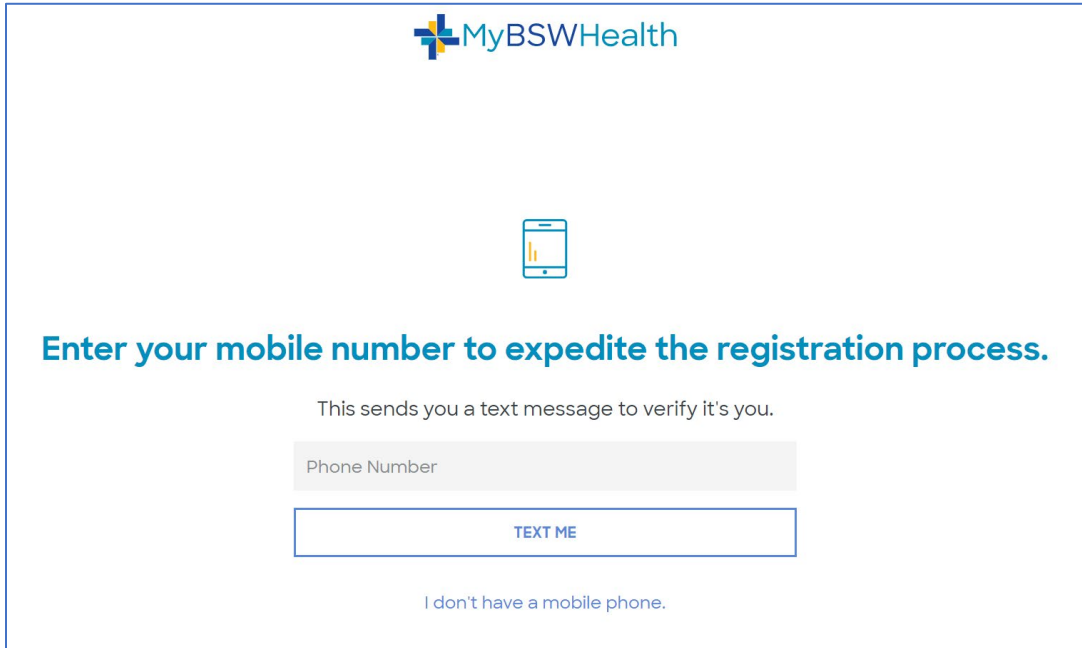
New to the Portal?


- Look under the **SIGN IN** box for "New to MyBSWHealth?" and click **CREATE ACCOUNT**. You may see the screen below. If you did not receive an activation code, just click **NO**.




The screenshot shows a confirmation screen with the MyBSWHealth logo at the top. Below the logo is an icon of a document with a plus sign. The text asks, "Did you receive an activation code from Baylor Scott & White Health?". There are two buttons: "YES" and "NO". At the bottom, there is a small text line: "By registering, you agree to the terms."

- Enter your mobile number and follow the prompts. If you don't have a mobile number, click [I don't have a mobile phone](#).







Enter your mobile number to expedite the registration process.

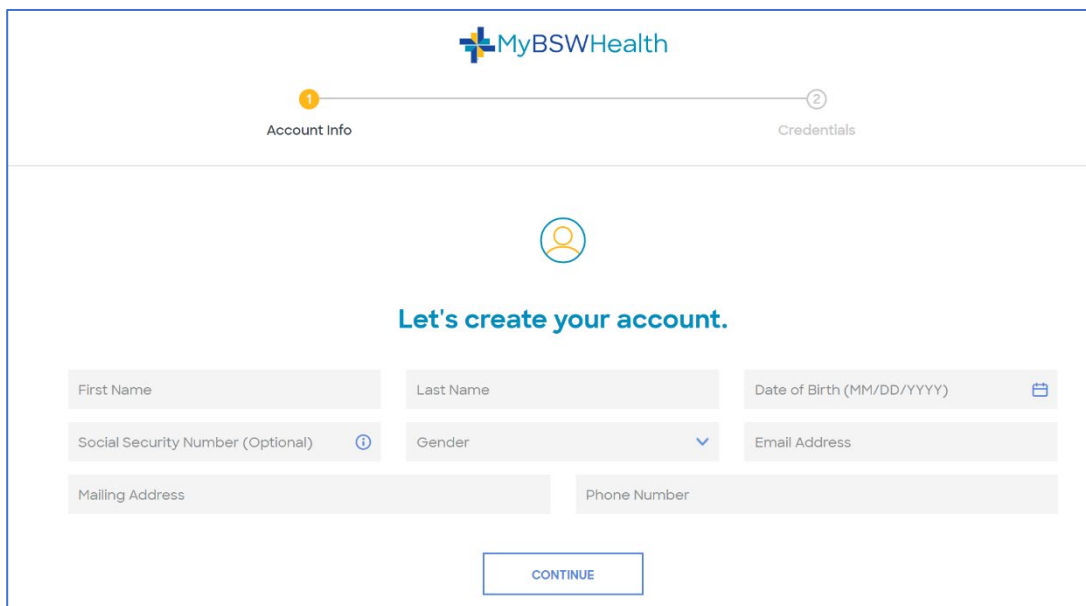
This sends you a text message to verify it's you.


Phone Number

TEXT ME


[I don't have a mobile phone.](#)

- Either way, you will arrive at this screen. Enter the information and click [CONTINUE](#) to advance from one screen to the next and activate your MyBSWHealth profile.





1 Account Info 2 Credentials



Let's create your account.

First Name Last Name Date of Birth (MM/DD/YYYY)

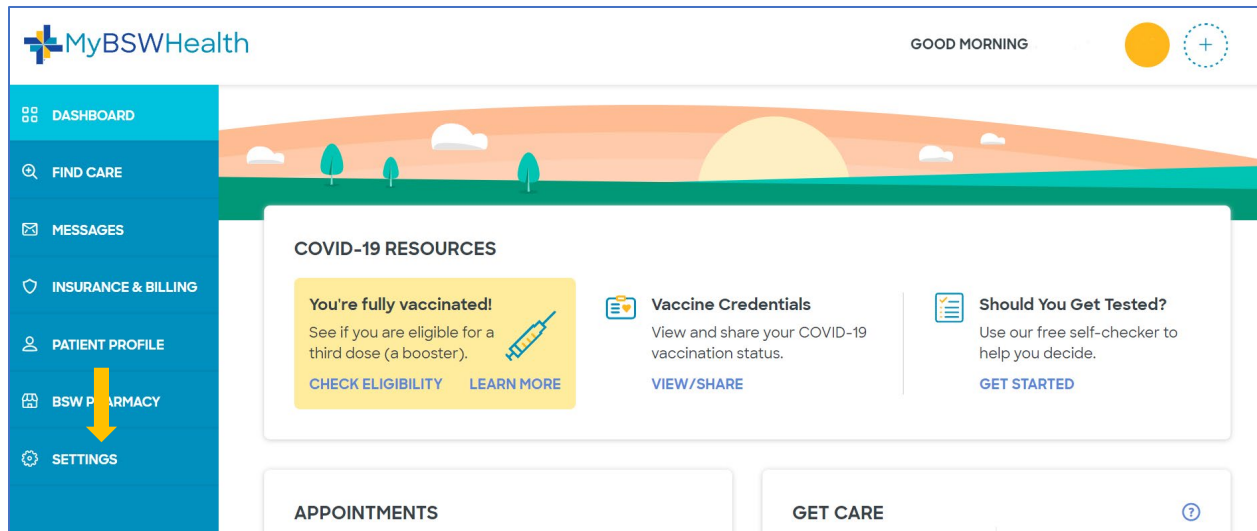
Social Security Number (Optional) Gender Email Address

Mailing Address Phone Number

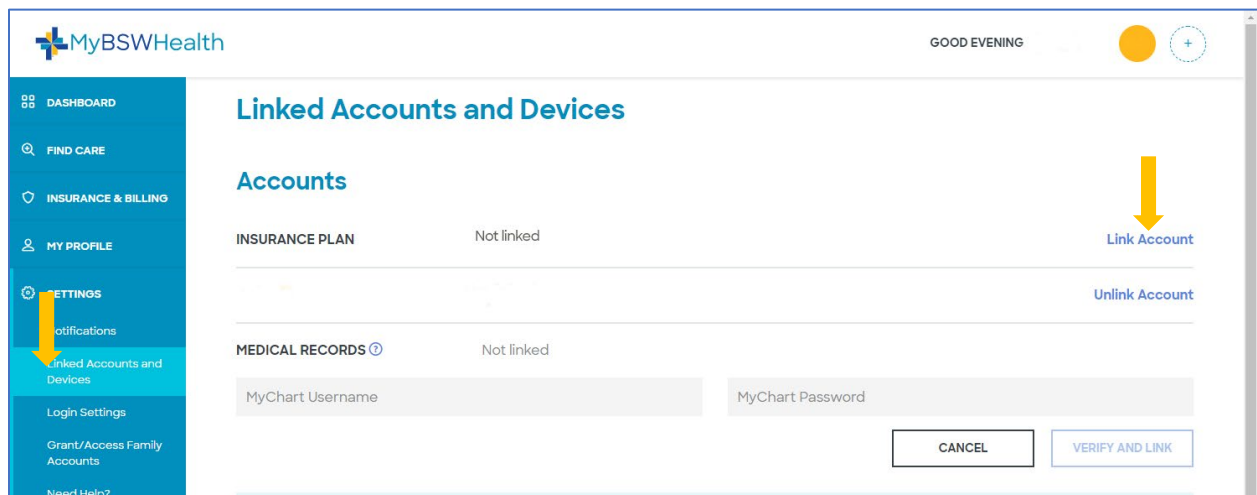
CONTINUE

Link Your Health Plan Account

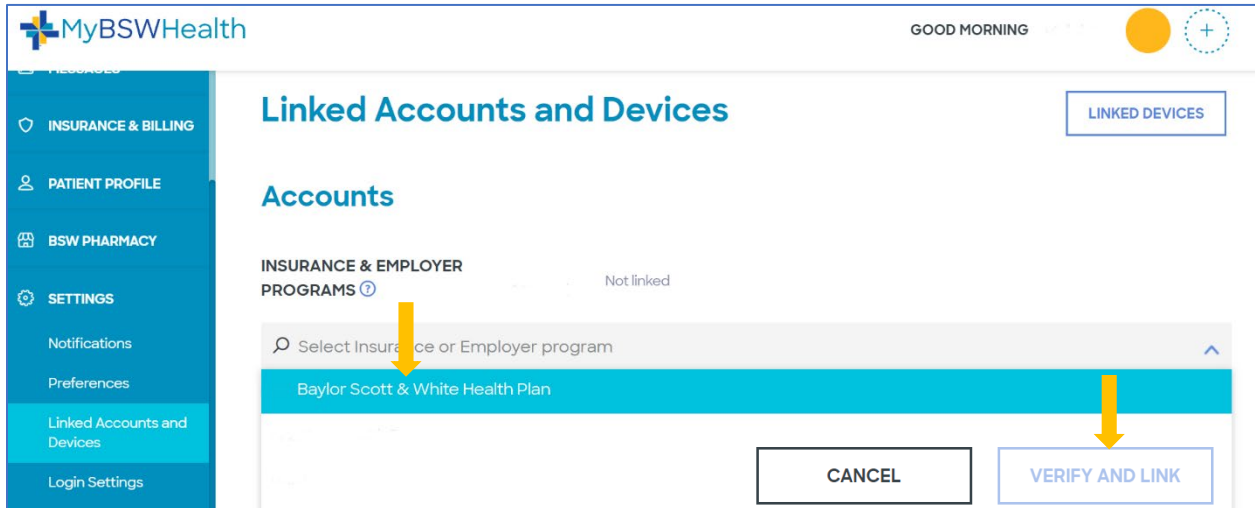
1. Click **SETTINGS** in the left menu



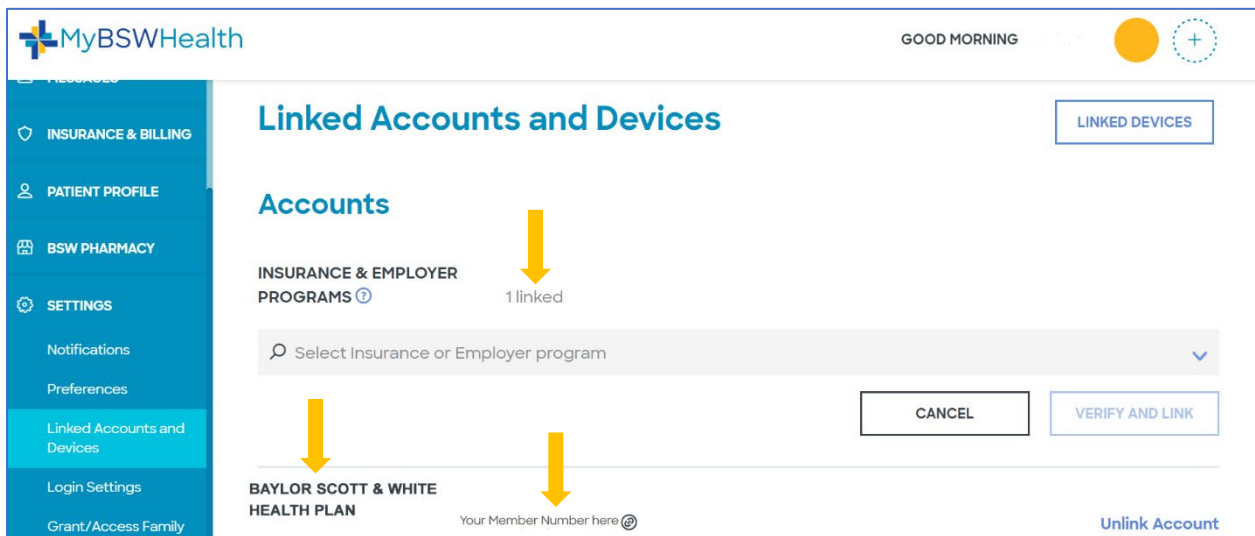
2. Click **Unlinked Accounts & Devices** in the left dropdown menu
3. Click **Link Account** on the right side of the screen



4. Select **Baylor Scott & White Health Plan** from the dropdown list
5. Click **VERIFY AND LINK**



6. You're done!
You should see **1 linked**, your **Baylor Scott & White Health Plan** and your member ID.



Now that your MyBSWHealth account is linked with your Baylor Scott & White Health Plan account, you'll be able to access your ID card, claims information, and much more. A chart showing the options available from the Insurance and Billing menu starts on the next page.


Your MyBSWHealth account is secure, and only you can access your private information.

Insurance & Billing Options

Chat live with Customer Service when you see this icon (not available on all screens):



TAB NAME	AVAILABLE OPTIONS/FUNCTIONS
Claims	<ul style="list-style-type: none"> • List of Claims information for member(s) enrolled in plan • Results can be filtered by: <ul style="list-style-type: none"> - Date of Service - Member - Claim Number - Provider - Status • Click Claim Status to see full Claim Details, plus an Explanation of Benefits (EOB) link
Authorizations	<p><i>NOTE: This menu option does not display for all plan types</i></p> <ul style="list-style-type: none"> • List of Authorization information for member(s) enrolled in plan • Results can be filtered by: <ul style="list-style-type: none"> - Date of Service - Member - Referrer - Authorization Number - Alt Number - Type - Admit Type - Approval Letter - Status • Click Authorization Status to see full Authorization Details
Deductible	<ul style="list-style-type: none"> • Lists various plan details, including: <ul style="list-style-type: none"> - Member Name - Effective Date - Status - Member Number - Group Number - Family & Individual Deductible - Family & Individual Out-of-Pocket Maximum - Rx Deductible and Out-of-Pocket Maximum - Progress toward reaching Maximums
Plan Benefits	<ul style="list-style-type: none"> • Listing of In-Network Copays and Other Copays • Detailed Explanation of Coverage and usage progress for current year • Link to detailed Pharmacy Benefits • Link to downloadable Benefits Documents

ID Card	<ul style="list-style-type: none"> • Displays an image of your Member ID Card. This image file can be downloaded as a PDF and printed for use as a temporary ID card • Request New ID Card—verify the address and click Submit Request
Invoices & Payments	<p><i>This menu option only displays if you are directly invoiced for your plan</i></p> <ul style="list-style-type: none"> • Current premium: amount and due date • Links to Invoice Details, Payment Options and Pay Online • Listing of all invoices, searchable by Date Range, or by Date Range plus Invoice Number, Account ID or Account Name
Documents and Resources	<ul style="list-style-type: none"> • Online repository for member documents (i.e. Member Handbook, Formulary, Member Rights and Responsibilities, Notice of Privacy Practices, etc.)
Member Support	<ul style="list-style-type: none"> • Create a new Request for Support from Customer Service, 8 AM to 5 PM, Monday - Friday: <ul style="list-style-type: none"> - Through the secure messaging feature (please allow two business days for a response) - Through the live chat feature (look for the chat icon in the lower right of the screen when this option is available) 
Other Coverage	<ul style="list-style-type: none"> • List of additional insurance coverage
Wellness	<ul style="list-style-type: none"> • Includes links to wellness programs and educational resources

Additional Features

In addition to your health plan information, you have access to the other great features of MyBSWHealth, including:

- Schedule appointments
- View test results
- Pay bills
- Send secure messages
- Receive care with an eVisit or Same-Day Video Visit

[Learn more here](#)

Questions?

If you have any questions about accessing MyBSWHealth, call the Technical Help Desk at 855.691.0180, 7 AM – 6 PM, Monday - Friday. For questions about your health plan, please call the Customer Service number on your member ID card.