

# Member Portal Guide for BSW Employees

MyBSWHealth is a secure, online tool that connects you to your personal health and insurance information on your desktop or mobile device. Its 24/7\* self-service features include:

- ID cards
- Plan benefits
- Provider search tool
- Claims, authorizations and deductibles
- Member support
- Live chat M-F, 8 AM-5PM
- Secure messaging
- Virtual urgent care options
- And more!

## Setting up your MyBSWHealth account

Go to [MyBSWHealth.com](https://MyBSWHealth.com) or download and open the app.

- Text BETTER to 88408, or
- Download MyBSWHealth in the App Store or Google Play

### New to the Portal?

Look under the **Sign In** box for “New to MyBSWHealth?” and click **Create Account**.

NOTE: If asked for an activation code, click **No** and follow the prompts.

### Returning member?

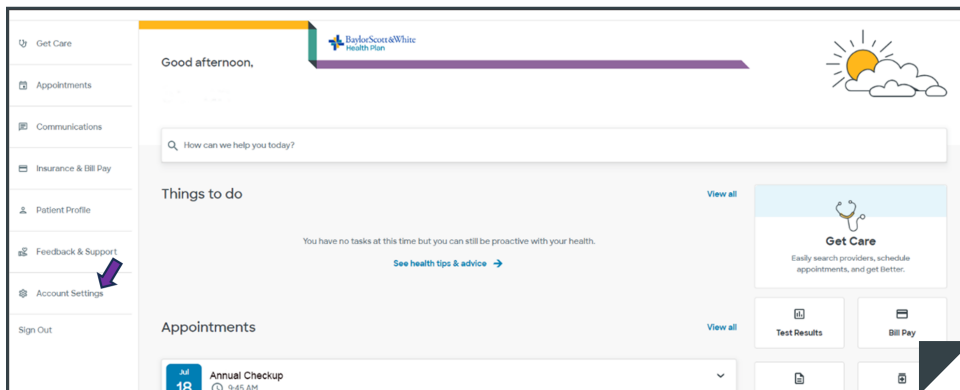
Have you linked your Baylor Scott & White Health Plan account? If not, learn how on the next page.

Discover what your portal can do for you on the following pages.

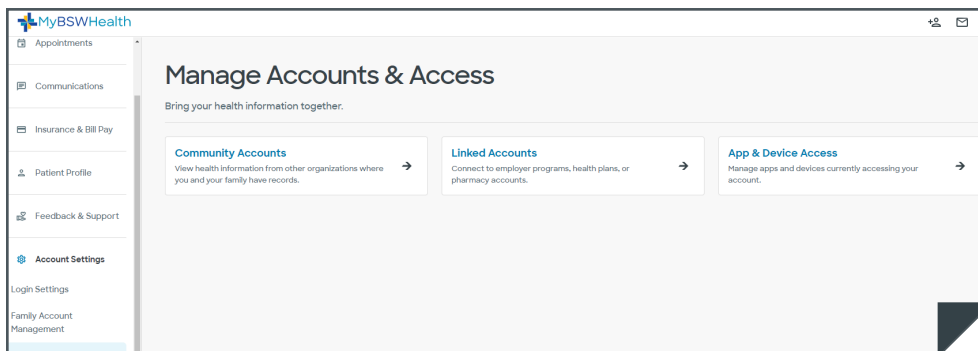
## Linking your health plan account

To have access to information specific to your BSW medical plan, such as the provider search, pharmacy, deductible, copay, claims information, and more, be sure to link your account by following the steps below. NOTE: Your MyBSWHealth account is secure, and only you can access your information.

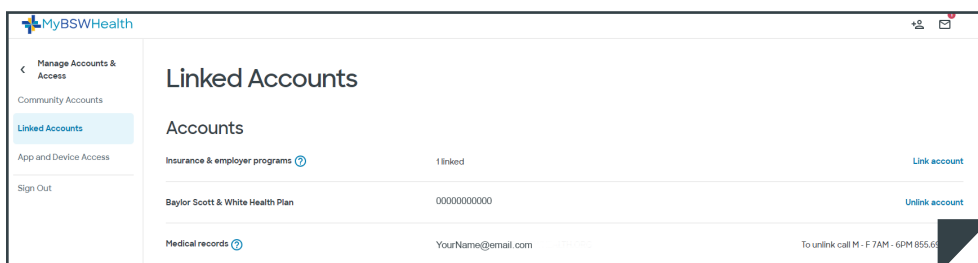
1. Click **Account Settings** in the left menu.



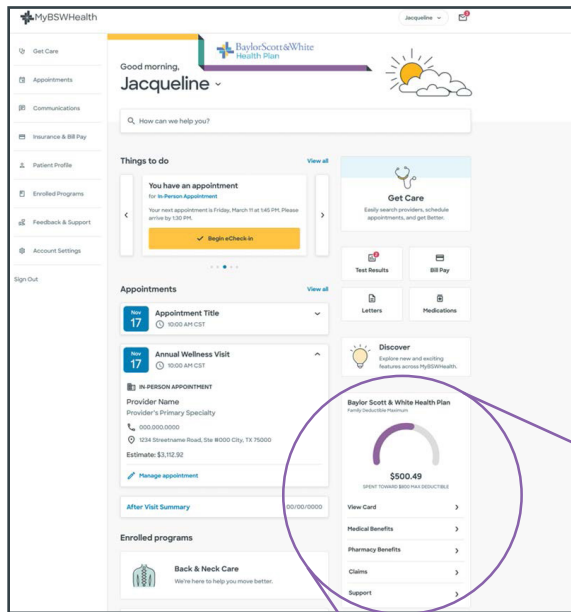
2. Click **Manage Accounts & Access** in the dropdown menu, then click **Link Account** in the middle box on the screen.



3. Select **Baylor Scott & White Health Plan** from the dropdown list, then click **Verify and Link** to confirm your choice.



# Your medical plan information at your fingertips



Now that your MyBSWHealth account is linked with your Baylor Scott & White Health Plan account (your medical plan), you have access to view the details of your medical benefits, as well.

## View card

See a digital version on your phone or computer, or print a temporary version to take to the doctor with you.

## Medical benefits

- View your benefits or download benefit documents
- Check your deductible and out-of-pocket maximum
- Get detailed Explanations of Benefits for your medical visits

## Pharmacy benefits

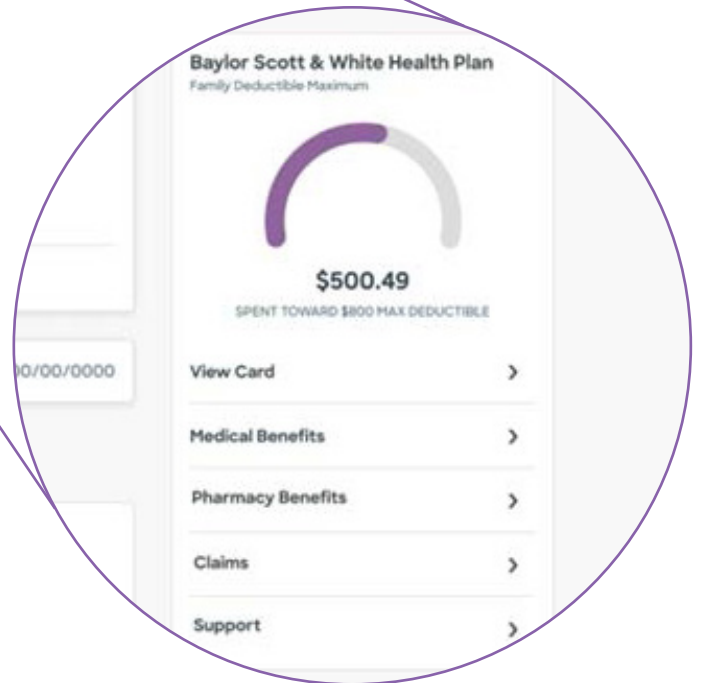
Search benefit details, drug prices and more. See next page for details.

## Claims

Review your claims history by date of service, claim number, provider and more.

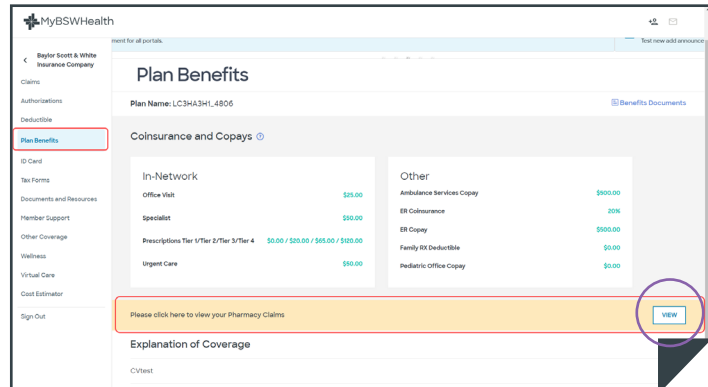
## Support

Send a message to Customer Service and receive a reply within one business day.



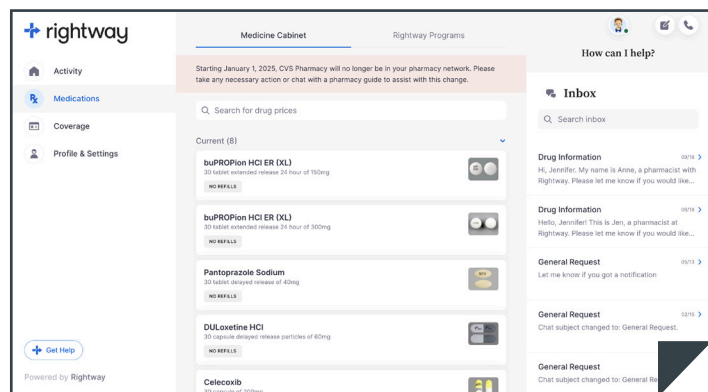
# Pharmacy benefits administered by Rightway

From the app, selecting **Pharmacy Benefits** in the Baylor Scott & White Health Plan section will take you directly to the Rightway portal. From the desktop version, click “View” to be taken to the Rightway portal. Once in the Rightway portal, you can...



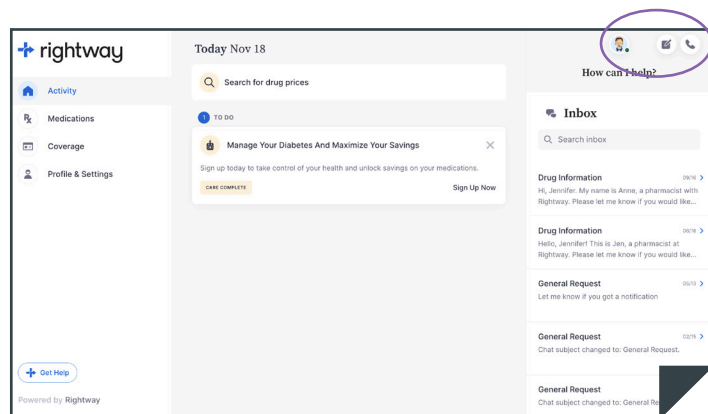
## View prescriptions and find a pharmacy

Find active prescriptions, view your medication history and locate a pharmacy with the lowest price.



## Check for updates

The activity screen displays your latest updates and highlights the items that may need your attention.



## Connect with the pharmacy team

From the top right, select the icon to chat with a pharmacy guide, send a message or call to get help from the Rightway team.

## Questions?

If you have any questions about accessing the MyBSWHealth Member Portal, call the MyBSWHealth Technical Help Desk 855.691.0180, 7 AM – 6 PM, Monday – Friday (CST). For questions about your health plan benefits, please call 844.843.3229.