

# PHCS

## 2025 Member Guide



# Hello!



This is your new Baylor Scott & White Health Plan member guide. In it, you'll find information about your healthcare benefits, tips on how to use them and more. If you can't find what you need in these pages, see below for a list of ways you can get in touch with us. Here's to a healthy you!

FOR INFORMATION ABOUT...	CONTACT	AT	WHEN
<ul style="list-style-type: none"><li>• Your benefits</li><li>• A medical bill</li><li>• Finding a provider</li><li>• Anything related to your health plan</li></ul>	Customer Service	<b>Phone:</b> 844.633.5325 <b>Secure Message:</b> through MyBSWHealth member portal or MyBSWHealth app	7 AM - 7 PM, M-F
<ul style="list-style-type: none"><li>• Virtual care</li></ul>	MyBSWHealth	MyBSWHealth.com or MyBSWHealth app	24/7
<ul style="list-style-type: none"><li>• Symptoms you're experiencing</li></ul>	Nurse Line	Number on back of ID card	24/7
<ul style="list-style-type: none"><li>• Prescriptions</li><li>• Your deductible</li><li>• Your out-of-pocket maximum</li><li>• Information from Baylor Scott &amp; White providers</li></ul>	MyBSWHealth	MyBSWHealth.com or MyBSWHealth app	24/7
<ul style="list-style-type: none"><li>• Mail order pharmacy</li></ul>	Optum Home Delivery	833.502.3339, Option #1	24/7
<ul style="list-style-type: none"><li>• Specialty pharmacy</li></ul>	BSW Specialty Pharmacy	844.288.3179	8 AM - 6 PM, M-F 9 AM - 5 PM Sat
	Optum Specialty Pharmacy	833.502.3339, Option #2, or SpecialtyOptumRx.com	24/7

# Your member ID card

**Important:** Show your new card to your providers – even if you were a Baylor Scott & White Health Plan member last year. Your ID number or other information may have changed, and your provider needs your current information to check your coverage and bill the correct amount.

**1** SUBSCRIBER  
JOHN SAMPLE

**2** MEMBER ID  
SMPL0001

**3** Group:  
Group #:  
Network:  
Benefit Effective Date:

**4**

**5**

**6**

**7**

**8**

**9**

**DEPENDENTS**  
JANE SAMPLE  
JIMMY SAMPLE

**In-Network Plan Benefits\***  
PCP/Spec:  
Pediatric PCP/Spec:  
ER/Urgent:  
Med Deductible:  
Out-of-Pocket Max:  
Rx Ded:  
Rc:

**Out-of-Network Plan Benefits\***  
PCP/Spec:  
Pediatric PCP/Spec:  
ER/Urgent:  
Med Deductible:  
Out-of-Pocket Max:  
Rx Ded:  
Rc:

**FOR PHARMACISTS** Capital Rx  
Pharmacy Help Desk: 855-205-9182  
BIN: 610852 PCN: CHM  
GRP: BSWCOM

**TDI**

**FOR PROVIDERS**

**Electronic Claims:**  
Availability: 94999

**Paper Claims:**  
Baylor Scott & White Health Plan  
ATTN: Claims  
PO Box: 211342  
Eagan, MN 55121-1342

**Prior Authorization:**  
**Medical Benefit**  
Visit the provider portal  
Fax: 800-626-3042  
Phone: 888-316-7947  
**Pharmacy Benefit**  
Phone: 833-502-3339

**Provider Service:**  
Provider: bswhealthplan.com  
Phone: 844-633-5325

**FOR MEMBERS**

Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.

**Important Information:**

- In a medical emergency, call 911 or go to the nearest emergency facility.
- Customer Service: 844-633-5325** (TTY: 711)
- 24/7 Nurse Line: 877-505-7947
- Self-Service Portal: MyBSWHealth.com
- To avoid out-of-network costs and provider balance billing, find a provider at BSWHealthPlan.com
- Pharmacy Benefit Prior Authorization: 833-502-3339

**A**

**B**

**C**

**D**

**PHCS**  
**MultiPlan**

**Card Issue Date:**  
09/10/2024

**CUSTOMER SERVICE: 844-633-5325 • BSWHealthPlan.com**

- 1** Member name
- 2** Member ID number
- 3** Group name
- 4** Group ID number
- 5** Network name
- 6** Benefit effective date
- 7** Copays/coinsurance
- 8** Deductible
- 9** Pharmacy/prescription drug info

- A** Customer service phone number
- B** 24/7 Nurse Line
- C** Member portal information
- D** BSWHP website

Your member ID card will be mailed to your home. You can view your card on the MyBSWHealth app and download/print a copy or request a replacement through the member portal at MyBSWHealth.com.

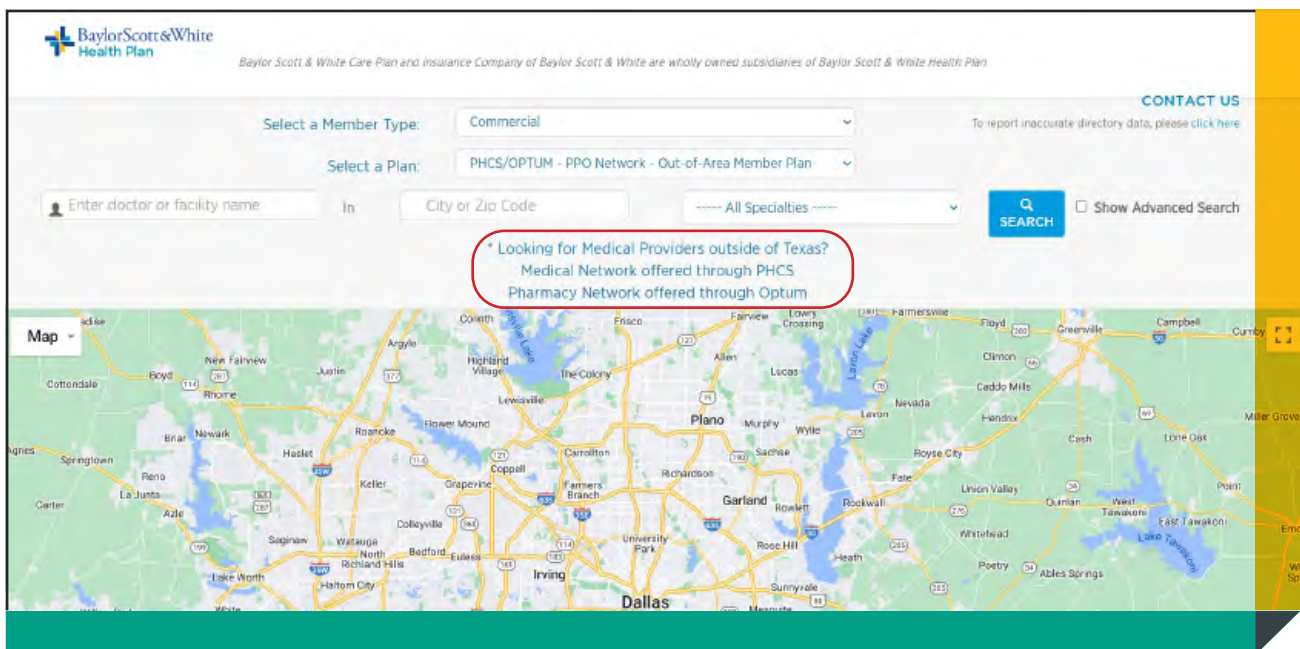
The ID card shown above is a sample. The exact location of certain elements may vary on your card.



# Get the care you need

You can search for doctors, pharmacies, hospitals and other facilities by type, name, distance from your location, and more.

1. Go to [BSWHealthPlan.com/FindProvider](https://BSWHealthPlan.com/FindProvider)
2. Click on the “Employer Group Networks” tab
3. Choose “PHCS/OPTUM PPO Network-Out of Area member plan” from the chart
4. Start your search



For additional options, including providers outside of Texas, click on the link above the map (circled in red) to access the PHCS provider directory.



# Skip the waiting room.

Get care whenever and wherever you need it.



Baylor Scott & White Health Plan members have options for care anytime. Even bedtime. We offer 24/7 access to the same expert care you'd receive in-person at a doctor's office – from the comfort of home or wherever you are in Texas.

## Need care now?

**If it's an emergency**, call 911 or go to the nearest Emergency Room.

**If it's not an emergency**—something like seasonal allergies, cold and flu, bladder infection (UTI), stomach issues, mental health concerns, and so on—virtual care could be just what the doctor ordered. If you need a prescription, it will be sent to the pharmacy of your choice.

When in Texas, you can get care through our MyBSWHealth member portal. You can choose a face-to-face [virtual visit](#) (using a camera on your smartphone, tablet or computer) or a questionnaire-based [eVisit](#), both available anytime, day or night.

- Online: [MyBSWHealth.com](https://www.mybswhealth.com)
- App: Download at [MyBSWHealth](#) or text “BETTER” to 88408

**MyBSWHealth is available 24/7/365.**

# MyBSWHealth member portal

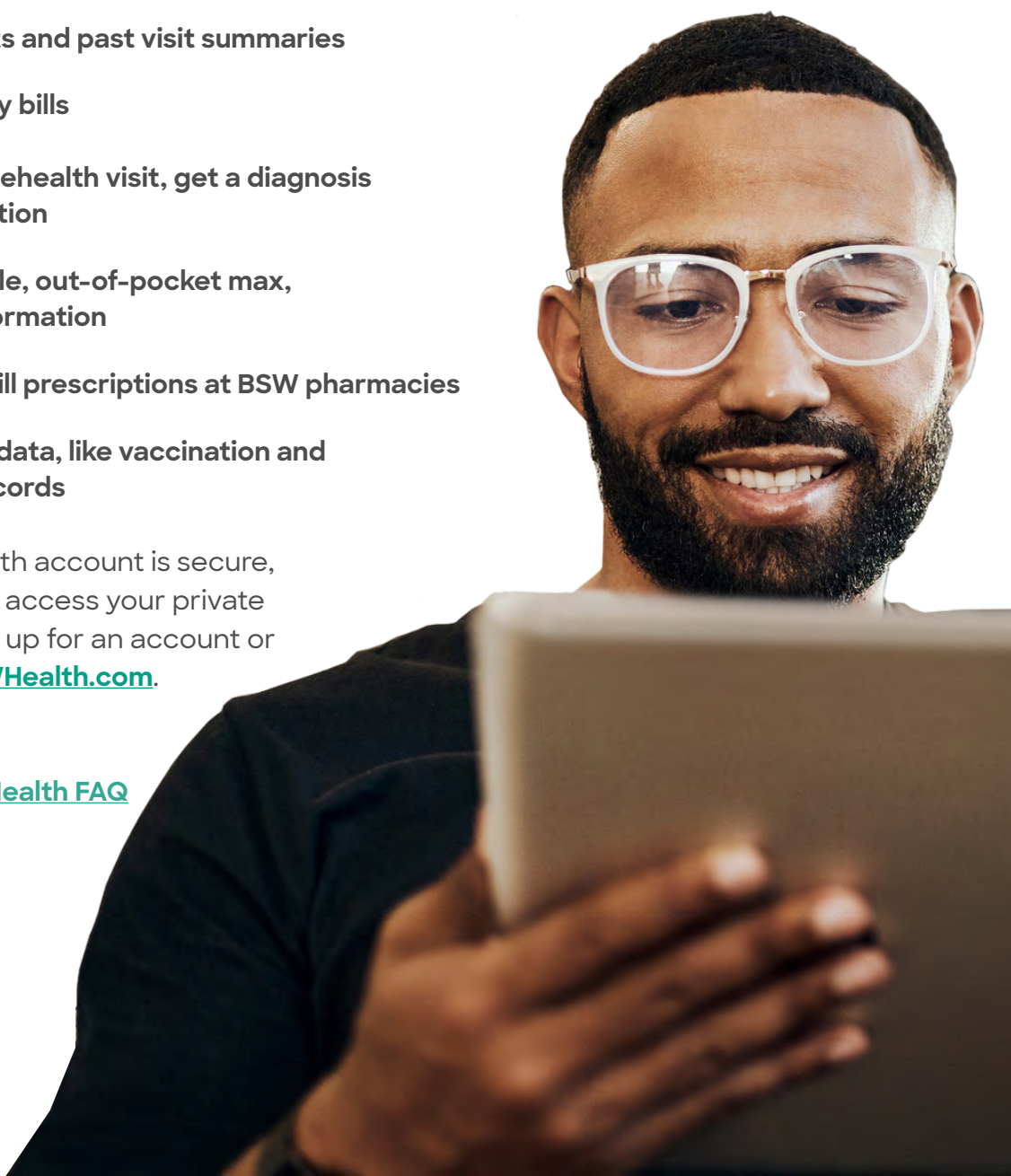
Whether you need care now, need a prescription refilled or want to see test results, you can use MyBSWHealth to connect with the resources you need to stay well—24 hours a day, 7 days a week. Inside the portal, you can:

- **Get help finding care**
- **View or print your ID card**
- **See benefit plan documents**
- **Communicate with your care team**
- **View lab results and past visit summaries**
- **Review and pay bills**
- **Complete a telehealth visit, get a diagnosis and a prescription**
- **View deductible, out-of-pocket max, and claims information**
- **Transfer or refill prescriptions at BSW pharmacies**
- **Upload health data, like vaccination and medication records**

Your MyBSWHealth account is secure, and only you can access your private information. Sign up for an account or sign in at [MyBSWHealth.com](https://www.mybswhealth.com).

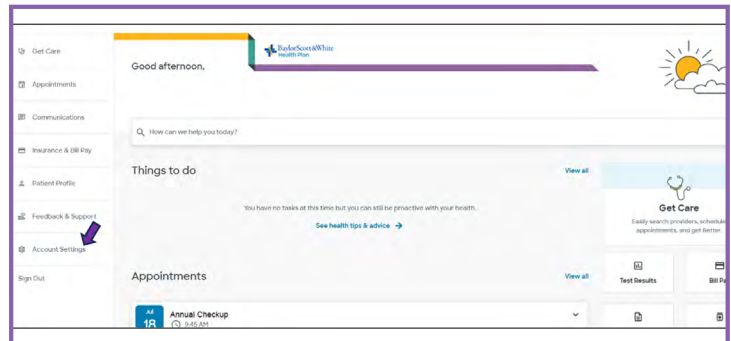
## Questions?

See the [MyBSWHealth FAQ](#) for answers.

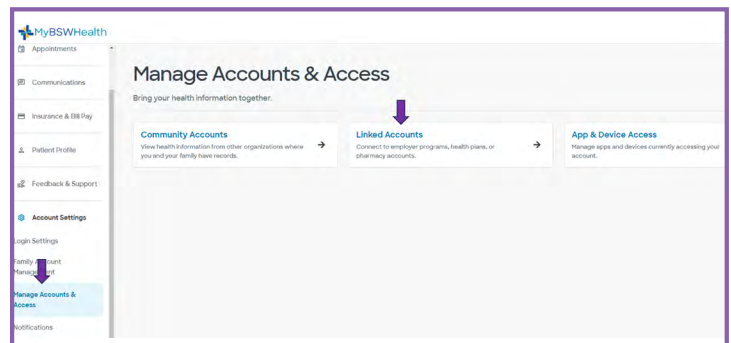


# Link your health plan account to your member portal

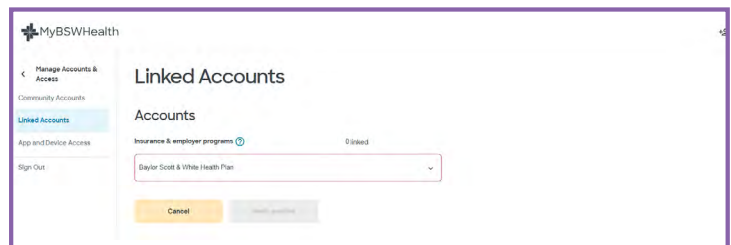
**Step 1.** Click **ACCOUNT SETTINGS** in the left menu



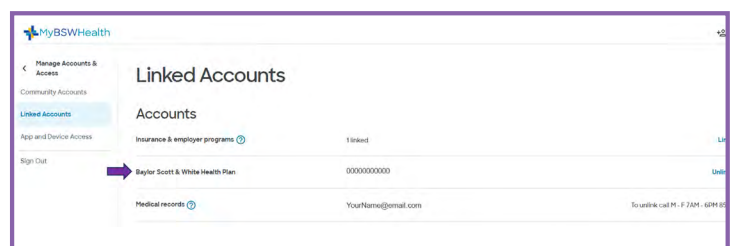
**Step 2.** Click **MANAGE ACCOUNTS & ACCESS** in the dropdown menu, then click **LINK ACCOUNT** in the middle box on the screen



**Step 3.** Select **BAYLOR SCOTT & WHITE HEALTH PLAN** from the dropdown list, then click **VERIFY AND LINK**



**Step 4.** **YOU'RE ALL DONE!** You should see 1 linked, Baylor Scott & White Health Plan and your member ID.



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

# The power to manage your whole family's healthcare.

MyBSWHealth makes it easy to schedule and keep track of appointments, prescriptions, bills and more for every member of the family—from young children to elderly parents. It's called proxy access.

With proxy access, you can manage care needs for the whole family, all in one place and all conveniently on your favorite mobile device.

[Learn more about proxy access and how to set it up.](#)

## MyBSWHealth App



Take your member portal information with you in the MyBSWHealth app. Download it today and take a hands-on approach to your healthcare.





# Pharmacy Benefits

When you need a prescription filled, you can use your pharmacy benefits at pharmacies nationwide, including most national chains and many local pharmacies.

## Find an in-network pharmacy near you:

Log in to [MyBSWHealth.com](https://www.MyBSWHealth.com) and click Find Care

OR

Use the Find a Provider link on [BSWHealthPlan.com](https://www.BSWHealthPlan.com)

## Prescription drug benefit questions:

**800.728.7947** M - F, 8:30 AM - 5:30 PM

View your list of covered prescription drugs (formulary), access all pharmacy resources and learn more about your drug plan at [BSWHealthPlan.com/Pharmacy](https://www.BSWHealthPlan.com/Pharmacy)

## To have your prescriptions delivered to your home:

Optum Home Delivery  
833.502.3339, Option #1  
OR use the mail order form at [BSWHealthPlan.com/Pharmacy](https://www.BSWHealthPlan.com/Pharmacy)

## To fill your specialty prescriptions:

BSW Specialty Pharmacy:  
844.288.3179

Optum Specialty Pharmacy:  
833.502.3339, Option #2



## Prescription Drug Tools and Cost Calculator

Log in to your MyBSWHealth member portal at [MyBSWHealth.com](https://www.MyBSWHealth.com) and select “Pharmacy Benefits” under the Baylor Scott & White Health Plan menu.

In the prescription drug tools you can:

- View your pharmacy claims history
- Check the costs of your medications
- Look up drug coverage (formulary)
- Find in-network pharmacies
- Get started with Optum Home Delivery and Optum Specialty pharmacy

# Do generic drugs really work as well as name brands?

**Yes.** Even though they may look different, generics have the same key ingredients as their brand-name counterparts, and often cost less. Many generic drugs are even made in the same manufacturing plants as the brand-name version. The FDA's Office of Generic Drugs follows a rigorous review process to make sure that a brand-name medication and its proposed generic equivalent:

- Contain the same active/key ingredient;
- Have the same strength;
- Use the same dosage form (for instance, a tablet, capsule, or liquid); and
- Use the same route of administration (for instance, oral, topical, or injectable).

*Talk to your doctor about whether a generic medication is right for you.*





## #WebinarWednesdays

Join the BSW Be Well team at 11 AM CT on the first Wednesday of every month for a free online session. Each month brings a new topic to help you live healthier and happier. Come to one or all—and if you miss one, they're available on demand for a limited time.

Learn more on the [Webinars page](#) at BSWHealthPlan.com.

## Be Well newsletter

This newsletter is packed with information and helpful tips about how to get and stay well. It's emailed four times a year, and you'll always find the current issue on the [Wellness page](#).

## WebMD: Wellness at Your Side

Get personalized support to live well through our digital wellness platform. With Wellness at Your Side, WebMD's standalone app, a healthier lifestyle is always at your fingertips. Check out features like:

- Well-being assessment. A simple, digital survey to help explain your current health status and offer personalized recommendations for how to improve it.
- Wellness media library. Podcasts, videos—including yoga and other exercise videos—healthy recipes and more!
- Wellness challenges. Join an individual or team challenge to boost your well-being in areas like physical activity, nutrition, sleep and more.

Download the WebMD Wellness At Your Side (WAYS) app and get started today!



Google Play



Apple Store



Making positive change for your health can be difficult, but you don't have to do it alone.



Our **BSW Be Well Coaching** program offers a meaningful, one-on-one experience tailored to fit your needs and help you to achieve your personal best. Choose from Nutrition Management, Stress Management or Tobacco Cessation programs. Learn more at [BSWHealthPlan.com/Be Well-Coaching](https://BSWHealthPlan.com/Be-Well-Coaching).



If you have Type 2 Diabetes, you should be aware of the risks and take it seriously. Without proper management, diabetes can lead to other serious health issues. In fact, this “silent killer” is the eighth leading cause of death in adults in the United States.\*

But you can be well, even with diabetes.

That's what this program is all about. **BSW Be Well with Diabetes** provides support to help improve your health, better manage your diabetes, and save you money. Learn more at [BSWHealthPlan.com/Be Well-Diabetes](https://BSWHealthPlan.com/Be-Well-Diabetes).

\*Centers for Disease Control and Prevention, Leading Causes of Death, 2023



## Things to do:

- ☑ Sign up for Wondr™
- ☑ Drop the diet mindset
- ☑ Focus on fun

With Baylor Scott & White Health Plan, you have access to Wondr, a digital weight-loss program available at no cost to you.\* Wondr goes beyond diet fads to teach you science-based skills so you can enjoy your favorite foods and activities while improving your overall health.

Get started today.  
Learn more at  
[wondrhealth.com/BSWHP](http://wondrhealth.com/BSWHP)



# wondr™


\*Members, spouses, and adult dependents (ages 18 and older) are eligible to apply.



# Maternity Care Management

Helpful tips and assistance during pregnancy and for one year after birth. Benefits include:

- Access to a nurse 24/7 during pregnancy
- In-home support for high-risk conditions (such as diabetes, hypertension and severe nausea)
- Depression screening following delivery
- Parental education for newborn health during the first year
- Immunization reminders
- Planning for returning to work

A pregnant woman with long dark hair, wearing a grey sweater and brown pants, is sitting on a grey couch. She is smiling and looking down at a strip of three ultrasound photos she is holding in her hands. The background is a plain light grey wall. There are decorative colored shapes: a yellow triangle on the left, a teal triangle at the bottom left, and a pink triangle at the top right.

To learn more or sign up for Maternity Care Management, send an email to [HPMaternityCaseManagement@BSWHealth.org](mailto:HPMaternityCaseManagement@BSWHealth.org) or call the number on the back of your ID card.

A woman with dark hair, wearing a white tank top, is shown in profile from the chest up. She is holding a white inhaler to her mouth and appears to be using it. The background is a solid purple color.

# Disease Management

Disease management empowers you, working with your healthcare providers, to manage chronic conditions and prevent complications. Programs are available for members with asthma, breathing trouble (such as bronchitis, emphysema), diabetes, heart problems and many other conditions.

Our health coaches may contact you to invite you to participate in one of these programs when we see an insurance claim with one of these conditions. You can opt in or opt out of the program by calling 888.360.1555.



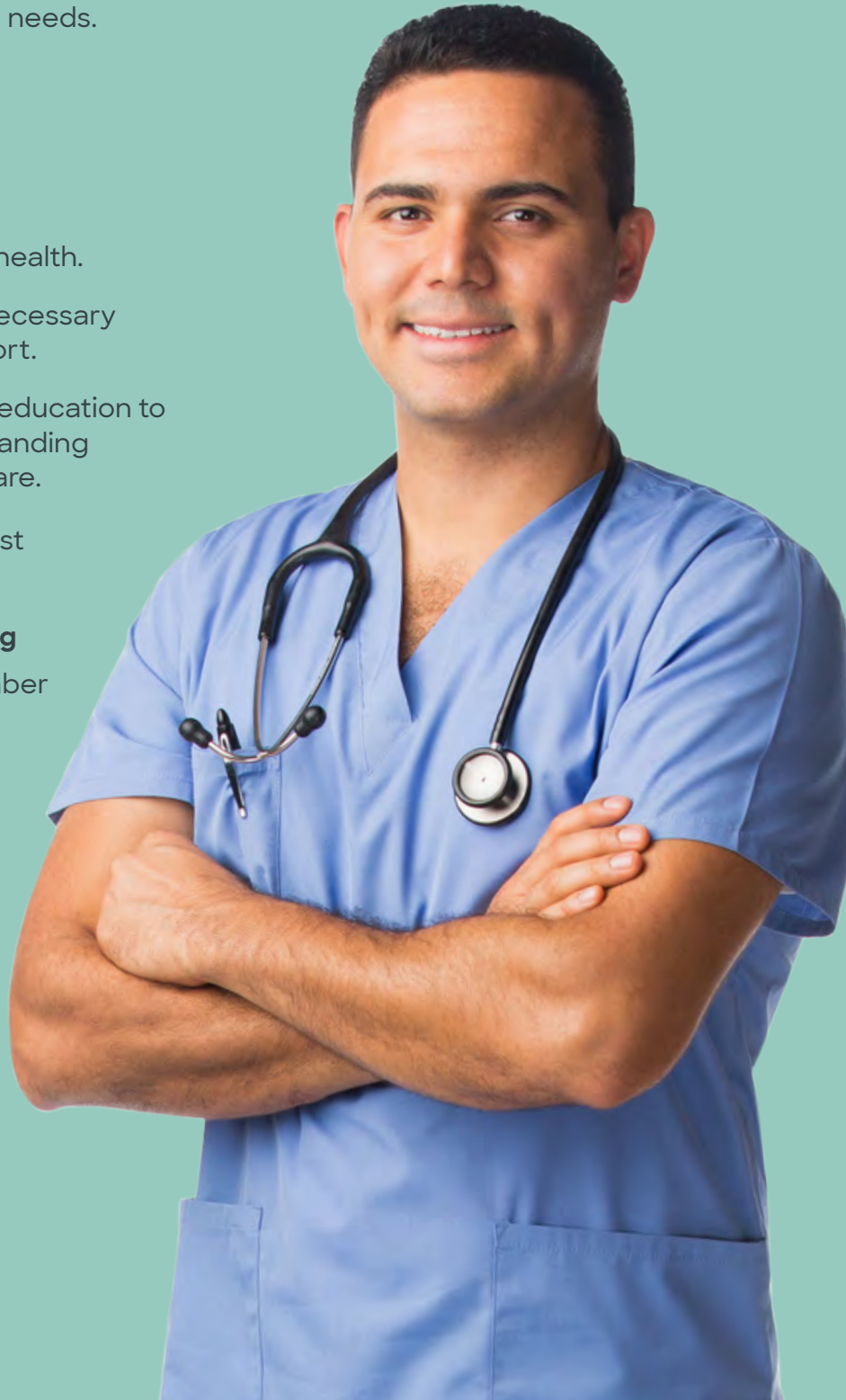
# Case Management

If you or one of your dependents is diagnosed with complicated health problems, case managers are available to help. A nurse case manager will work with you, your family and the physician to create a plan to meet your ongoing complex care needs.

## Case managers:

- Advocate for you.
- Help you set goals and make a personal plan to improve their health.
- Assist with arrangements for necessary services and community support.
- Answer questions and provide education to help you have a better understanding of your condition and plan of care.

For more information, or to request a Case Manager, please email [CaseManagement@BSWHealth.org](mailto:CaseManagement@BSWHealth.org) or call the Customer Service number on the back of your member ID card and ask for a Case Manager.







# The power to choose

Choosing the right option for your condition can save you time and money.



## VIRTUAL CARE - \$0 COPAY

Using your mobile device or computer

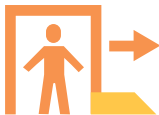
For conditions like acne, allergies, bladder infection, cold, flu, pink eye, quitting tobacco, sinus infection, stomach problems or yeast infections.



## PRIMARY CARE DOCTOR

Another choice for care when it's not an emergency

For conditions like asthma, diabetes management, earache, high blood pressure, headaches, preventive health, sprains, etc.



## WALK-IN CLINICS

Same-day appointments when your doctor is not available; includes select primary care clinics and some pharmacy locations

For conditions like asthma, bladder infection, ear or sinus pain, flu, sore throat or sprains.



## URGENT CARE

Needs immediate attention but is not life-threatening, or an appointment is not available with your doctor

For conditions like back pain, bladder infection, earache, minor burns, minor eye injuries, minor cuts that may need stitches, sore throat or sprains



## EMERGENCY ROOM

Any condition you believe to be life-threatening

For conditions like chest pain, deep cuts or wounds, difficulty breathing, poisoning, overdoses and suicidal behavior, abdominal pain, coughing or vomiting blood, severe burns, severe head injuries, sudden loss of balance, vision change, facial droop, arm or leg weakness.

Less \$

More \$



## Need more information? [BSWHealthPlan.com/Resources](https://www.bswhealthplan.com/resources)

Frequently requested documents and forms can be found in the Tools and Resources section at [BSWHealthPlan.com](https://www.bswhealthplan.com).

Plus, you'll find information on transition of care (for new members who are in active treatment for medical conditions with non-BSWHP network providers), claims, appeals and grievances, and more.



Founded as a Christian ministry of healing more than 100 years ago, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

Baylor Scott & White Health Plan is proud to serve members across North, Central and West Texas as a trusted leader in value-based care.

**BSWHealthPlan.com**

**844.633.5325**

**7 AM – 7 PM, Monday – Friday**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-633-5325 (TTY: 711).

Baylor Scott & White Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-633-5325 (TTY: 711).

Baylor Scott & White Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-633-5325 (TTY: 711).

Baylor Scott & White Health Plan tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

Scott and White Health Plan dba Baylor Scott & White Health Plan offers HMO products and serves as a third-party administrator for self-funded, employer-sponsored plans. Scott & White Care Plans dba Baylor Scott & White Care Plan offers HMO products. Baylor Scott & White Insurance Company offers EPO and PPO products and serves as a third-party administrator for self-funded, employer-sponsored plans. Baylor Scott & White Care Plan and Baylor Scott & White Insurance Company are wholly owned subsidiaries of Scott and White Health Plan. These companies are referred to collectively in this document as Baylor Scott & White Health Plan.