



Baylor Scott & White
Health Plan

BSWBeWell™
coaching

Frequently Asked Questions



Who is eligible?

Baylor Scott & White Health Plan (BSWHP) members with benefit coverage through their employer, and their covered dependents who are at least 18 years of age.

(Some exclusions apply. For questions about coverage, email HPWellness@BSWHealth.org.)

Who is eligible to participate?

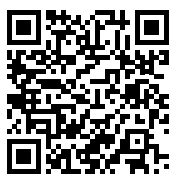
Participation in the program is limited to Baylor Scott & White Health Plan members. If you move to a different health insurer or lose your BSWHP coverage, your participation will expire on the termination date of your BSHWP coverage.

Can I participate in more than one program at a time?

We prefer that you partake in one program at a time, so as to not get overwhelmed by weekly meetings and assignments. Once you complete one program, we would love to support you in another!

How will the coaching sessions take place? Where do I find the Healthie App?

Coaching sessions are provided virtually through the Healthie App. You can download the Healthie App from Google Play, the App Store or access it at GetHealthie.com.



Can I meet in person?

No; all meetings are held via Healthie, our online coaching platform.

Do you have late appointments (after 5:00 PM)?

Not at this time. Appointment hours are Monday through Friday, 9:00 AM to 3:30 PM.

Can I request a specific coach?

You may request a specific coach, but assignment is contingent on the coach's present case load.

What if I join and decide it's not for me?

That's okay. You may quit at any time without any penalty. We ask that you notify your coach that you need to drop from the program. If you choose to come back at a later date and time after you drop the program, you will have to re-start the program from the beginning.

What if I have an emergency but still want to be a part of the program?

We understand that life happens. If there is an emergency, notify your coach at your earliest convenience and he/she will put your program progress into a hold status until you're ready to resume.

How will my information be shared?

With your permission, we may share some of your personal information with case management via referral, if necessary. None of the information that you share within any of our programs will be included in your medical records.

I have another question that is not on this list. Who do I ask?

Email your question to HPWellness@BSWHealth.org.