

# MyBSWHealth Member Portal User Guide

## Introducing the new MyBSWHealth Member Portal for Scott and White Health Plan

We teamed up with our parent company, Baylor Scott & White Health, to create a new portal experience for our members. Beginning **Tuesday, September 1, 2020**, Scott and White Health Plan members will enjoy convenient access to health plan information on the [MyBSWHealth](#) member portal using any computer, tablet or smartphone device.

### What is MyBSWHealth?



MyBSWHealth is a secure, online tool that connects you to your personal health and insurance information, offering 24/7 self-service features, including:

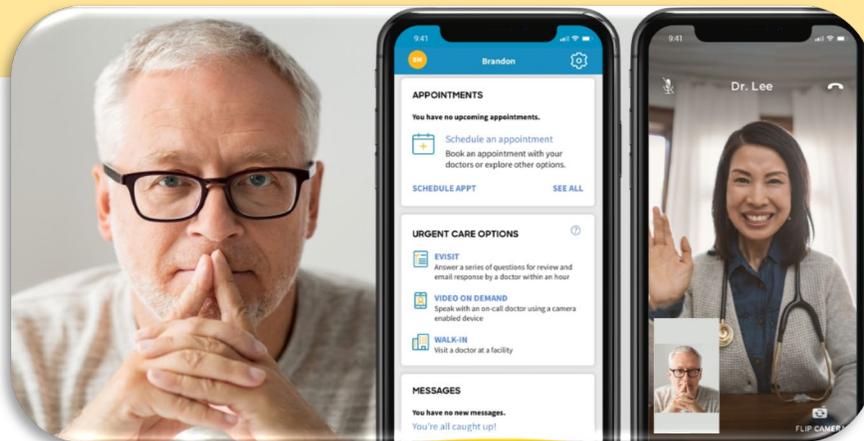


- ID cards
- Plan benefits
- Find a provider
- Claims, authorizations and deductibles
- Wellness features
- Member support
- Telehealth options
- And more!



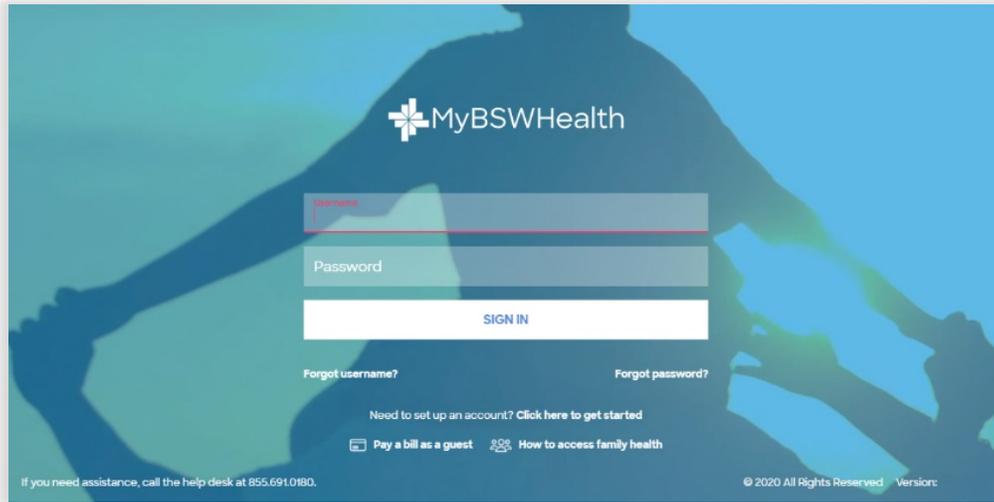
In addition to the online member portal experience, you can install the award-winning **MyBSWHealth App** on your mobile device:

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



# Get Started with MyBSWHealth

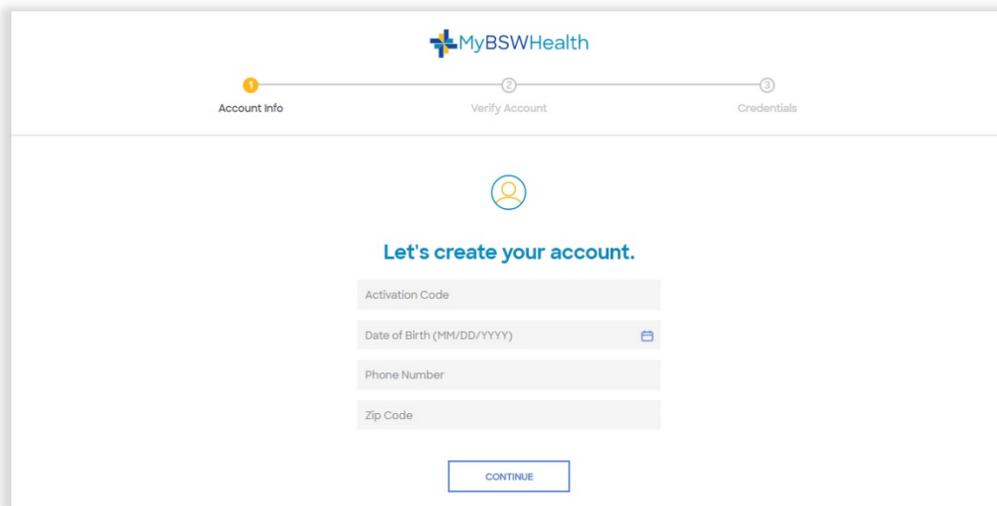
## Step 1



The screenshot shows the MyBSWHealth login interface. At the top center is the MyBSWHealth logo. Below it are two input fields: the first is labeled 'Username' and the second is labeled 'Password'. A 'SIGN IN' button is positioned below these fields. Underneath the button are two links: 'Forgot username?' and 'Forgot password?'. Further down, there is a link that says 'Need to set up an account? Click here to get started'. At the bottom of the form area, there are two links: 'Pay a bill as a guest' and 'How to access family health'. At the very bottom of the page, there is a small line of text: 'If you need assistance, call the help desk at 855.691.0180.' and a copyright notice: '© 2020 All Rights Reserved Version:'. The background of the page features a silhouette of a person's arms and hands holding each other in a supportive gesture.

Visit [MyBSWHealth.com](https://www.mybswhealth.com)

- If you are a current Scott and White Health Plan portal user, you can log in on or after **September 1, 2020**, using your previous portal **username** and **password**. Click **Sign In** to proceed.
- If you're new to the portal, you will see: **Need to set up an account? Click here to get started.**



The screenshot shows the account creation page on MyBSWHealth. At the top center is the MyBSWHealth logo. Below the logo is a progress bar with three steps: 'Account Info' (marked with a '1'), 'Verify Account' (marked with a '2'), and 'Credentials' (marked with a '3'). The 'Account Info' step is currently active. Below the progress bar is a circular icon with a person silhouette. Underneath the icon is the text 'Let's create your account.'. Below this text are four input fields: 'Activation Code', 'Date of Birth (MM/DD/YYYY)' (with a calendar icon), 'Phone Number', and 'Zip Code'. At the bottom of the form area is a 'CONTINUE' button.

Fill out the information in the fields on the following screens—click **Continue** to advance from one screen to the next. This will activate your **MyBSWHealth** profile.

## Step 2

Once inside the **MyBSWHealth** member portal, you will notice a variety of helpful features in the home screen, including:

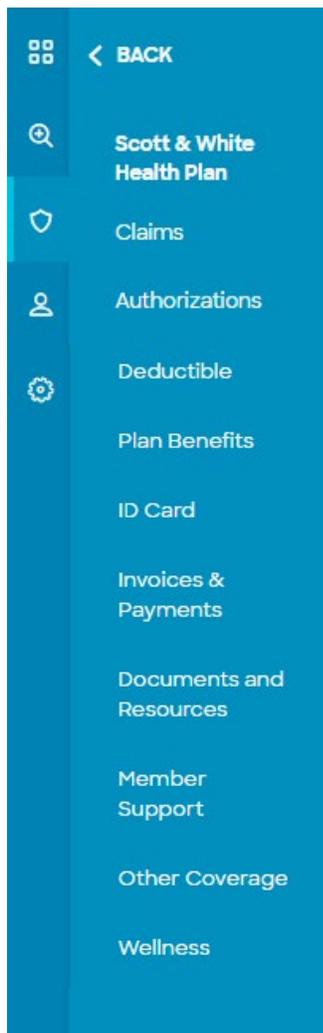
- **Scott and White Health Plan** – Features links to your ID Card and other popular plan details.
- **Get Care** – Features BSWH **scheduling** and **virtual care options**.
- You can also access test results, message BSWH providers, and more - creating one-stop access for all your personal health and insurance data. [Click here](#) to learn more.

## Step 3

Click **Insurance & Billing** in the left margin to access additional health plan features.

# MyBSWHealth Insurance & Billing Features

MyBSWHealth Insurance & Billing features are described below:



Tab Name	Available Options/Functions
<b>Claims</b>	<ul style="list-style-type: none"> <li>List of <b>Claims</b> information for member(s) enrolled on plan.</li> <li>Results can be filtered by <b>Date of Service, Member, Claim Number, Provider, or Status.</b></li> <li>Click Claim <b>Status</b> to see full <b>Claim Details</b>, plus an <b>Explanation of Benefits (EOB)</b> link.</li> </ul>
<b>Authorizations</b>	<p><i>This menu option does not display for all plan types.</i></p> <ul style="list-style-type: none"> <li>List of <b>Authorization</b> information for member(s) enrolled on plan.</li> <li>Results can be filtered by <b>Date of Service, Member, Referrer, Authorization Number, Alt Number, Type, admit Type, Approval Letter or Status.</b></li> <li>Click Authorization <b>Status</b> to see full <b>Authorization Details.</b></li> </ul>
<b>Deductible</b>	<p>Lists various plan details, including:</p> <ul style="list-style-type: none"> <li>Member Name</li> <li>Effective Date</li> <li>Status</li> <li>Member Number</li> <li>Group Number</li> <li>Family and Individual Deductible</li> <li>Family &amp; Individual Out-of-Pocket Maximum</li> <li>RX Deductible &amp; Out-of-Pocket Maximum</li> <li>Progress toward reaching Maximums</li> </ul>

Tab Name	Available Options/Functions
<b>Plan Benefits</b>	<ul style="list-style-type: none"> <li>• Listing of <b>In-Network Copays</b> and <b>Other Copays</b>.</li> <li>• Detailed <b>Explanation of Coverage</b> and usage progress for current year.</li> <li>• Link to detailed <b>Pharmacy Benefits</b>.</li> <li>• Link to downloadable <b>Benefits Documents</b>.</li> </ul>
<b>ID Card</b>	<ul style="list-style-type: none"> <li>• Displays an image of your <b>member ID card</b>. This image file can be downloaded as a PDF and printed for use as a temporary ID card.</li> <li>• <b>Request New ID Card</b>—verify the address and click <b>Submit Request</b>.</li> </ul>
<b>Invoices &amp; Payments</b>	<p><i>This menu option only displays if you are directly invoiced for your plan.</i></p> <ul style="list-style-type: none"> <li>• Current premium: amount and date due.</li> <li>• Links to <b>Invoice Details</b>, <b>Payment Options</b> and <b>Pay Online</b>.</li> <li>• Listing of all invoices, searchable by <b>Date Range</b>, or by <b>Date Range</b> plus <b>Invoice Number</b>, <b>Account ID</b>, or <b>Account Name</b>.</li> </ul>
<b>Documents and Resources</b>	<ul style="list-style-type: none"> <li>• Online repository for member documents (i.e., <b>Member Handbook</b>, <b>Formulary</b>, <b>Member Rights and Responsibilities</b>, <b>Notice of Privacy Practices</b>, etc.)</li> </ul>
<b>Member Support</b>	<ul style="list-style-type: none"> <li>• Create a new <b>Request for Support</b> and message with Customer Advocates.</li> <li>• <b>Please allow two (2) business days for a response.</b></li> </ul>
<b>Other Coverage</b>	<ul style="list-style-type: none"> <li>• List of additional insurance coverage.</li> </ul>
<b>Wellness</b>	<ul style="list-style-type: none"> <li>• Includes links to wellness programs and educational resources.</li> </ul>

## Questions?

If you have any questions about accessing the **MyBSWHealth** Member Portal or your plan, please call the Customer Service number on your member ID card.