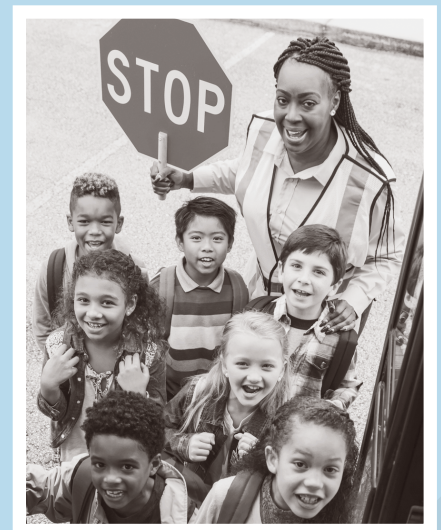


# Bringing out the best



When you're at the top of your game it's easier to bring out the best in those around you. From health coaching, to doctor's visits, to complex case management, Scott and White Health Plan is here to help you **be your best every day.**



Scott & White  
**HEALTH PLAN**  
PART OF BAYLOR SCOTT & WHITE HEALTH



# Scott and White Health Plan

## TRS-ActiveCare 2019–2020 Summary of Benefits

Fully Covered Healthcare Services	
<b>Preventive Services</b>	<b>No Charge</b>
Standard Lab and X-Ray	No Charge
Disease Management and Complex Case Management	No Charge
<b>Well Child Care Annual Exams</b>	<b>No Charge</b>
Immunizations (age appropriate)	No Charge
Plan Provisions	
<b>Annual Deductible</b>	<b>\$950 Individual/ \$2,850 Family</b>
<b>Annual out-of-pocket maximum (including medical and prescription copays and coinsurance)</b>	<b>\$7,450 Individual/ \$14,900 Family</b> (includes combined Medical and Rx copays, deductibles and coinsurance)
Lifetime Paid Benefit Maximum	None
Outpatient Services	
<b>Primary Care<sup>1</sup></b>	<b>\$20 Copay</b> (First Primary Care Visit for Illness - \$0 Copay <sup>2</sup> / \$0 Copay for primary visit for dependents age 19 and under)
Specialty Care	\$70 copay
Other Outpatient Services	20% after deductible <sup>3</sup>
Diagnostic/Radiology Procedures	20% after deductible
Eye Exam (one annually)	No Charge
Allergy Serum & Injections	20% after deductible
Outpatient Surgery	\$150 copay and 20% of charges after deductible
Maternity Care	
Prenatal Care	No Charge
Inpatient Delivery	\$150 per day <sup>4</sup> and 20% of charges after deductible
Inpatient Services	
Overnight hospital stay: includes all medical services including semi-private room or intensive care	\$150 per day <sup>4</sup> and 20% of charges after deductible
Diagnostic & Therapeutic Services	
Physical and Speech Therapy	\$70 copay
<b>Manipulative Therapy<sup>5</sup></b>	<b>20% without office visit \$40 plus 20% with office visit</b>
Equipment and Supplies	
Preferred Diabetic Supplies and Equipment	\$5/\$12.50 copay; no deductible
Non-Preferred Diabetic Supplies and Equipment	30% after Rx deductible
Durable Medical Equipment/Prosthetics	20% after deductible

Home Health Services		
Home Healthcare Visit		\$70 copay
Worldwide Emergency Care		
Nurse Advice Line		1-877-505-7947
Online Services		No Charge — go to trs.swhp.org
After-Hours Primary Care Clinics		\$20 copay
Ambulance and Helicopter		\$40 copay and 20% of charges after deductible
Emergency Room <sup>6</sup>		\$500 copay after deductible
Urgent Care Facility		\$50 copay
Prescription Drugs		
Annual Benefit Maximum		Unlimited
Rx Deductible Does not apply to preferred generic drugs		\$150
Ask an SWHP Pharmacy representative how to save money on your prescriptions.		Maintenance Quantity (Up to a 90-day supply) Available at BSW Pharmacies, in-network retail pharmacies and mail order
Retail Quantity (Up to a 30-day supply)		
Preferred Generic	\$5 copay	\$12.50 copay
Preferred Brand	30% after Rx deductible	30% after Rx deductible
Non-Preferred	50% after Rx deductible	50% after Rx deductible
Online Refills		trs.swhp.org
Mail Order		BSWH : 1-817-388-3090 OptumRx: 1-855-205-9182
Specialty Medications (up to a 30-day supply)		
Tier 1		15% after Rx deductible
Tier 2		15% after Rx deductible
Tier 3		25% after Rx deductible

**The SWHP MOMS Program provides you with** specialized nurses who are notified of the delivery of your baby. These licensed professionals will contact you after you return home and help you with everything from the general well-being of both you and your baby, to breast/bottle feeding, to information on how to add your baby to your health plan.

<sup>1</sup>Including all services billed with office visit

<sup>2</sup> Does not apply to wellness or preventive visits

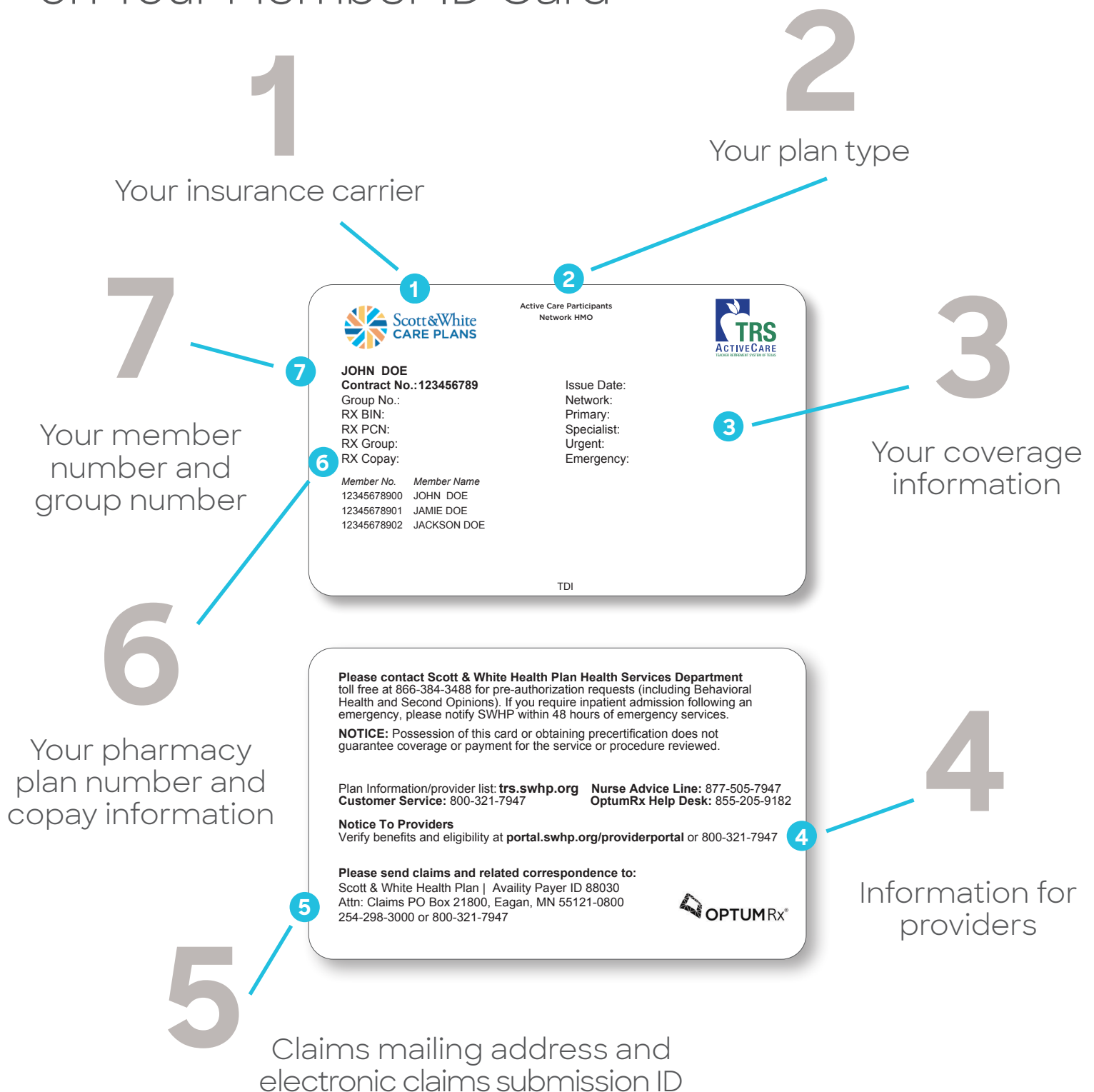
<sup>3</sup>Includes other services, treatments, or procedures received at time of office visit

<sup>4</sup>\$750 maximum copay per admission and 20% after deductible

<sup>5</sup>35 maximum visits per year

<sup>6</sup>Copay waived if admitted within 24 hours

# Information Found on Your Member ID Card



You can access an electronic card at any time through the MyBSWHealth app or the Member Portal. You can also request a replacement ID card through the Portal.

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

# Member Portal and Member ID Card

To register for the member portal at [trs.swhp.org](https://trs.swhp.org):



1. Go to [trs.swhp.org](https://trs.swhp.org).
2. Click the orange MEMBER PORTAL button below the MORE ASSISTANCE section.
3. Click the SIGN UP NOW link below the LOG IN button.
4. Enter either your Social Security Number or member ID number and your date of birth to begin the registration process.
5. Enter a valid email address and create a password that meets the specified criteria.
6. Click CREATE ACCOUNT.

To download/request a copy of your member ID card via the member portal:

1. Log in to the MEMBER PORTAL at [trs.swhp.org](https://trs.swhp.org).
2. On the main page, locate the section on the right, MY ID CARD.
3. Click VIEW MY ID CARD.
4. Click the PRINT icon to print a temporary card.
5. Click the DOWNLOAD icon to download a copy of your card.
6. Click GET AN ID CARD to request a member ID card be mailed to your home address.

To view/show/share your member ID card via MyBSWHealth App:

1. Using a smart phone, download the MyBSWHealth App from Google Play or App Store.
2. Log in using the same user name and password you use to log in to the member portal.
3. From the main screen, touch the card icon.
4. Select the feature to add to the Apple Wallet.



# SWHP Wellness

**Scott and White Health Plan offers a variety of programs designed to meet your health and wellness needs**, regardless of where you may be on the continuum of care. Through a comprehensive suite of effective resources and tools, we offer a tailored experience built on the demands of our members.

We strive to continuously provide the right care, in the right place, at the right time. It is our mission to promote a healthy lifestyle and empower our members to become an active participant in their healthcare team.

## WELLNESS ASSESSMENT

The Wellness Assessment is a simple, digital health survey that helps you take steps toward a more vibrant and healthier life. The Wellness Assessment asks questions about your life and delivers customized action steps from our Lifestyle Management program. Modules are self-paced, available online, and convenient for promoting physical and mental health – all things to help you feel your best. [trs.swhp.org/health](https://trs.swhp.org/health)

## Nurse Advice Line

**Not feeling well? The SWHP Nurse Advice Line is here for you 24 hours a day, every day of the year. Our nurses will discuss your symptoms to help you take care of yourself wherever you are. They will also help you determine if you need an appointment, urgent care visit, or emergency room visit.**

**To talk to a nurse, call  
(877) 505-7947.**



# Online Wellness Programs

Scott and White Health Plan wants to help support healthy choices by providing individual personalized plans that fit your life and needs. These plans can include any of the following lifestyle management programs:

**Balance – Manage Your Weight.** Your mind, body, and food habits are all key to managing your weight. Balance addresses all three to help you reach your goals and maximize your energy.

**Nourish – Eat Healthier.** Helps you improve your eating habits and your overall relationship with food, one bite at a time.

**Relax – Deal with Stress.** Puts your sources and symptoms of tension under a microscope, then unveils strategies to help keep you calm under pressure.

**Breathe – Quit Smoking.** Gives you the skills to help conquer your cravings and say “goodbye” to cigarettes for good.

**Care for Depression.** Provides individualized help in the setting and at the time of your choice.

**Dream – Sleep Better.** Short on energy and focus during the day? Dream is packed with research-based strategies for conquering sleepless nights.

**Care for Your Health.** Be the quarterback of your healthcare team, not a spectator. Care for Your Health reveals tactics and secrets to help you handle any chronic condition.

**Care for Pain.** Your pain is unique and so is the way you respond to it. Care for Pain helps you focus more on the things that matter most to you.

**Move.** Be more active by sneaking movement into your routine. Move can help inspire anyone – even an exercise rookie – to get up, get moving, and get healthier.

To participate in any of the Lifestyle Management programs, visit [trs.swhp.org/health](https://trs.swhp.org/health) and log in. You will be redirected to the Wellness platform where you can click on the Coaching link. Be sure to check back often; programs are updated on a regular basis.



Scott & White  
HEALTH PLAN

Part of  
Baylor Scott & White HEALTH

## Teacher Retirement System • Scott and White Health Plan Service Area • 2019-20



## Open Access

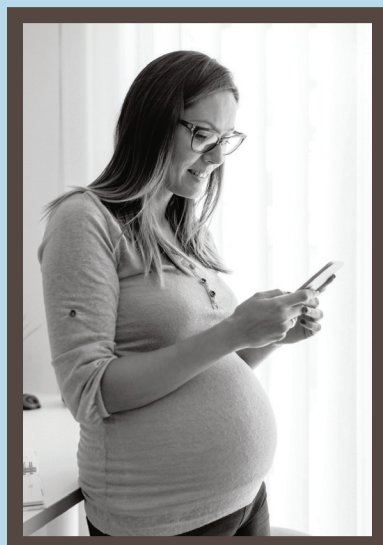
Our Open Access HMO means members can see any network provider (PCP or specialist) without a referral and still receive in-network benefits.

# Extra Assistance When You Need It

## Complex Case Management

If you have chronic conditions or complex care needs, our nurse case managers will work with you, your family, and your physician to create and manage your care plan. Case managers advocate for you and assist with setting goals and making a personal plan to improve your health. They also can assist with arrangements for necessary services and make referrals to, and incorporate, Disease Management programs as applicable. Case managers answer questions and educate you so you have a better understanding of your condition and plan of care.

The purpose of the program is to help you get the best possible results and the greatest value from your health plan. Participation is voluntary, and there is no additional cost to you for this program. To see if Complex Case Management is right for you, request a screening by completing the Case Management referral form at <https://portal.swhp.org/#/referral>.



## Disease Management

Disease Management programs are designed to improve the health of members with chronic conditions and reduce associated costs from avoidable complications. These goals are accomplished by identifying and treating chronic conditions more quickly and more effectively, slowing the progression of those diseases.

Disease Management is a system of coordinated healthcare interventions tailored to your conditions where self-care efforts can be implemented.

Working with your healthcare providers, Disease Management empowers you to manage the disease and prevent complications.

SWHP TRS members can access the program by calling the Health Access Line (844) 279-7589 or through our online Member Information Center.

[trs.swhp.org/disease-and-condition-management](https://portal.swhp.org/disease-and-condition-management)

## Maternity Topics and MOMS Program

Following the birth of a baby, moms and dads can get important information and resources through our MOMs program that supports families with personal phone calls from licensed professionals.

A MOMS program professional can be reached toll-free at (888) 316-7947.