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# Plan Year 2020 Benefits H I G H L I G H T S

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Scott & White  
HEALTH PLAN



Baylor Scott & White  
HEALTH

**Texas Employees Group Benefits Program**

# ERS

EMPLOYEES RETIREMENT  
SYSTEM OF TEXAS

# WELCOME TO A FULLY INTEGRATED APPROACH TO CARE

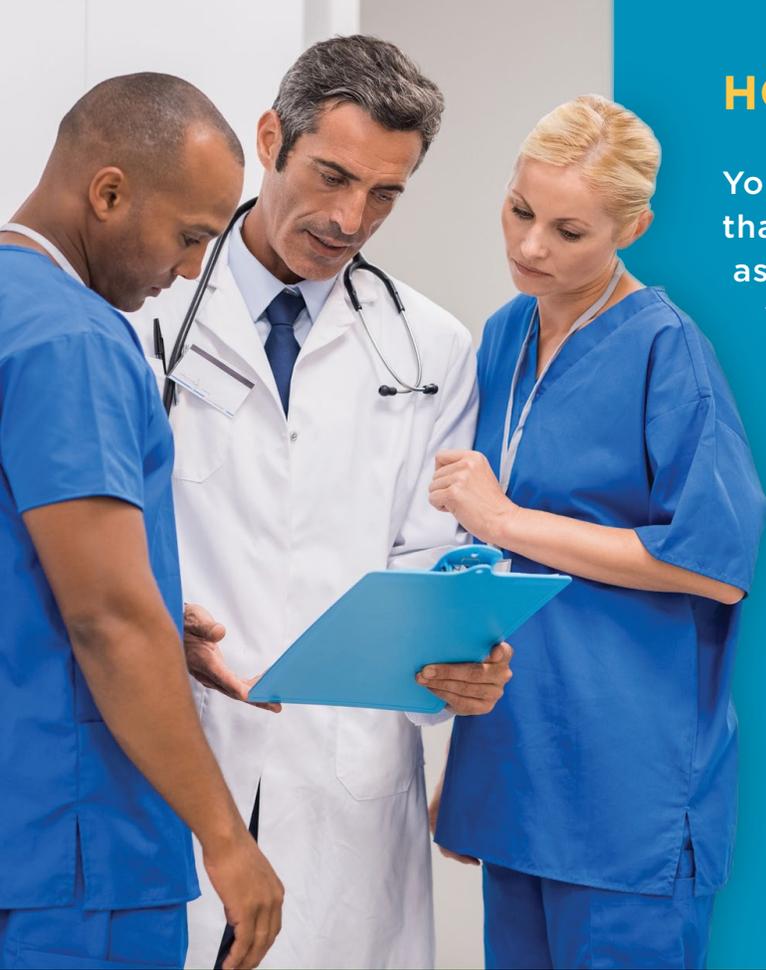
Every day, Scott and White Health Plan (SWHP) works in unison with doctors, hospitals, and clinics to meet the needs of our members. How do we do that? Here's one example: we teamed up with Baylor Scott & White Quality Alliance (BSWQA) to form Baylor Scott & White Preferred, an integrated health plan solution.

Baylor Scott & White Preferred providers belong to the BSWQA Accountable Care Organization (ACO). They are contracted with SWHP to provide care for you.

## WHAT IS AN ACO?

ACOs are formed from a group of doctors that are committed to being accountable to patients and payers for the quality, appropriateness and efficiency of healthcare services. They are healthcare organizations that tie payments to quality measures and the cost of care. In our ACO, doctors, hospitals, SWHP, post-acute care facilities and others work together to make sure you get the right care at the right time and at the right cost.





## HOW DOES AN ACO WORK?

Your primary care doctor leads a care team that may include physician assistants, medical assistants and registered nurses. They ensure your preventive services are up-to-date and help manage your care if you have been diagnosed with a complex illness.

Your primary care doctor uses electronic health records to help keep you and your care team on the same page. These records are shared securely with other doctors and care managers in the system to track your health history, your medicines, and your test results—all in real time. This also helps your doctor spot any gaps in your care.

## Find a Provider

Our provider search tool at [ers.swhp.org](https://ers.swhp.org) allows you to:

- Search by name, specialty and/or ZIP code
- Add filters for gender, board certification, accepting new patients and more
- See practice locations, contact information and maps
- Get details, including network participation and hospital affiliations
- Customize your own profile

Go to [ers.swhp.org](https://ers.swhp.org) and scroll down the page to “Find a Provider” and you will be on your way.

### Need more help?

Call the Baylor Scott & White Quality Alliance  
Health Access Line:

**(844) 279-7589**

# As a member of a health plan working with an ACO, **YOU CAN EXPECT CARE THAT IS:**

**HIGH-QUALITY.** You should expect the care you receive to be safe, timely, effective, efficient, equitable and patient-centered.

**COORDINATED.** Your doctor acts as the quarterback for care, guiding your care team and coordinating appropriate services across all sites of care that might include a specialist's office, the hospital, or laboratory and imaging services.

**CONVENIENT.** Many of our doctors and facilities offer same-day appointments, extended hours, and onsite laboratory and imaging services. Urgent care centers and retail care clinics like Walgreen's and CVS are in the BSW Preferred network.

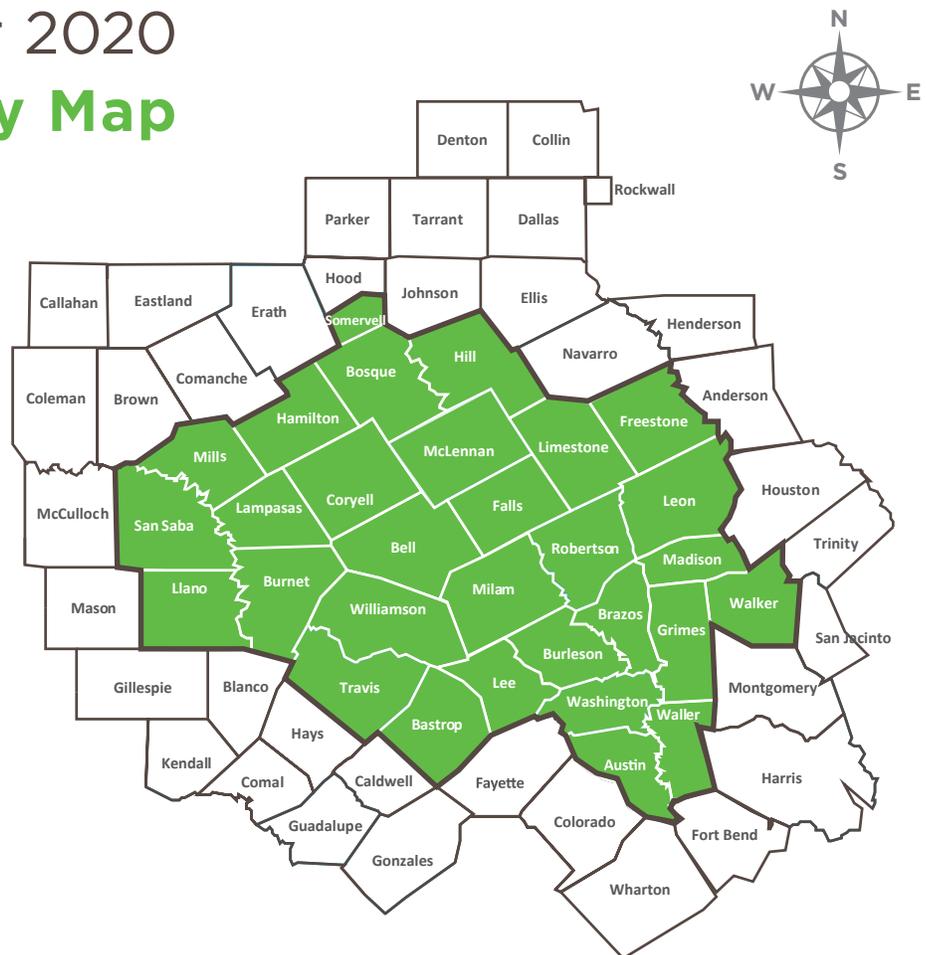
**COMPREHENSIVE.** The BSW Preferred network of primary and specialty care doctors and facilities is broad. We are confident we can meet your care needs.

**COST-EFFECTIVE.** Copays and out-of-pocket expenses are kept in check when your care needs are delivered inside the BSW Preferred network (doctors, hospitals, laboratory, imaging and post-acute care.) All other providers are considered out-of-network and no benefits are available for services other than emergency situations.

## ERS | Plan Year 2020 **Eligibility Map**

EMPLOYEES RETIREMENT  
SYSTEM OF TEXAS

If you live or work in one of the green counties, you will be eligible to participate in the Texas Employees Group Benefits Program (GBP) administered by SWHP for Plan Year 2020.





**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. 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. [ers.swhp.org/health](https://ers.swhp.org/health)

## Nurse Advice Line

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, or a visit to urgent care, or an emergency room.

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

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

[ers.swhp.org/disease-and-condition-management](https://ers.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.



# ONLINE WELLNESS PROGRAMS

SWHP wants to help support healthy choices by providing 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 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:

1. Log in to [ers.swhp.org/health](https://ers.swhp.org/health)
2. On the Wellness platform, click on Coaching
3. Select your program of choice

Be sure to check back often; programs are updated on a regular basis.



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Baylor Scott & White HEALTH