

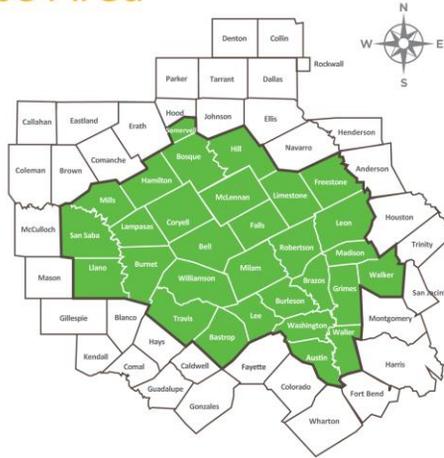


Welcome to Scott and White Health Plan's (SWHP) Fall Enrollment presentation for Plan Year 2020, which runs from September 1, 2019 through August 31, 2020.

Let's take a look at the healthcare benefits available through Scott and White Health Plan and the Baylor Scott and White Preferred HMO product.

## SWHP Service Area

If you live or work in one of the counties shown in green, you are eligible to participate in the ERS Group Benefit Plan administered by SWHP for PY20.



Our service area for ERS includes 30 counties in Central Texas as shown on this map. If you live or work in one of the counties shown in green, you are eligible to participate in Texas Employees Group Benefit Program's (GBP) Scott and White Health Plan for Plan Year 2020.

## Scott and White Health Plan and Baylor Scott & White Quality Alliance

### Scott and White Health Plan

- Not-for-profit Health Maintenance Organization (HMO) established in 1982
- Offered to State of Texas Employees, retirees and their dependents since 1982 and Higher Education employees, retirees and dependents since 1992
- # Members
- Available in 39 counties across Central Texas

### Baylor Scott & White Quality Alliance

- Accountable Care Organization (ACO) affiliated with Baylor Scott & White Health—one of the largest healthcare systems in Texas
- Primary/specialty care physicians, hospitals, post-acute care facilities and other healthcare stakeholders who agree to be jointly accountable for improving quality, managing the health of patient populations and reducing healthcare costs



Scott and White Health Plan is a Health Maintenance Organization or an HMO. We are proud to **be a part of** the Employees Retirement System for 37 years, bringing local coverage to State of Texas retirees and their dependents since 1982, and Higher Education employees, retirees and dependents since 1992.

We work with Baylor Scott and White Quality Alliance, one of the largest Accountable Care Organizations (ACO) in the nation, to bring you Baylor Scott and White Preferred HMO.

## How does the ACO work?

- Your Primary Care Doctor (PCP)—if you select one\* —is considered the captain of your care team.
- Your PCP uses electronic health records to help keep you and your care team informed about other doctors you may be seeing, what medicine you're taking, your health history and your test results— in real time.
- Your doctors are held accountable for achieving quality, patient satisfaction and cost measures.

\* This is an open-access plan – you can go to any network provider without a referral. PCP selection is NOT required.



Here's how it works: You'll access the BSW Preferred HMO network and select a provider. The Baylor Scott and White Preferred HMO is an Open Access HMO, which means a member can go to **any network provider** without a referral. Even though you don't have to select a primary care physician—often called a PCP—it's a good idea to establish a relationship with a doctor to help you reach your overall wellness goals.

If you select a primary care doctor, they will act as the captain of your care team and direct your care. Using electronic records, every member of the care team can see health history, any medicine you're taking and any test results, in real time. Your doctors are held accountable for achieving quality, patient satisfaction and cost measures, ensuring you receive the most comprehensive, compassionate and cost-effective care possible.

## Working together to improve the Member experience



- Member Communication
- Customer Service
- Pharmacy Services
- Claims Processing
- Account Management
- Preventive Health Services
- Chronic Disease Management
- Comprehensive Care Management
- Patient Record Management through Electronic Health Record System
- Accountability for Member Care



SWHP and the Baylor Scott and White Quality Alliance work together to make sure your healthcare experience is seamless.

As in the past, SWHP will be responsible for communicating with you about your health coverage. We process your medical and pharmacy claims and our Customer Service Advocates will answer any questions you may have about your claims or coverage. If you need assistance, we're only a phone call away.

As part of the Baylor Scott and White Quality Alliance, your provider will take a lead role in managing your overall care — including preventive services and chronic conditions — and will be an accountable partner with you in reaching your health goals.

## What's new for Plan Year 2020?

- Individual deductible increased to \$6,750
- Family deductible increased to \$13,500
- E-visits – available at \$0 copay
- Naturally Slim weight loss program



Changes to your benefits from Plan Year 2019 to Plan Year 2020 include:

- The deductible for individuals is increasing from \$6,650 to \$6,750
- The family deductible is increasing from \$13,300 to \$13,500

We're adding two new wellness benefits we think you're ~~really~~ going to like:

One: E-Visits - An in-clinic experience online, for a zero-dollar copay

Two: Naturally Slim, the leading digital behavioral counseling program for metabolic syndrome reversal, weight management

and diabetes prevention. This unique curriculum is also available at no cost to you.

**E-Visits**

**Some of the conditions treated include:**

- Cold or flu
- Allergies/sinus-related issues
- Skin conditions
- Tobacco cessation
- Stomach and digestive issues
- Minor eye conditions
- Women's health

**EASY, ONLINE DIAGNOSIS**

Our E-Visit service enables you to get an online diagnosis and treatment plan for common medical conditions. How does it work?

ONLINE INTERVIEW

DIAGNOSIS BY A CLINICIAN

RESPONSE WITHIN ONE HOUR

PRESCRIPTION ORDERED IF NEEDED

E-Visits are available at MyBSWHealth.com, 8 a.m. – 8 p.m. CT, seven days a week.

No need for an appointment. No need for a drive. No wait times. Baylor Scott & White's E-Visit service enables you to get an online diagnosis and treatment plan for common medical conditions. It's a fast, affordable way to receive care-there is no copay. Enjoy the convenience of being at home while getting advise for minor ailments.

All of your personal data is encrypted, ensuring privacy. In some cases you may need an in-person visit to receive treatment.

## Naturally Slim

A unique mindful-eating curriculum combined with technology to teach people the skills needed to sustainably lose weight and improve their health.

Naturally Slim is available at NO COST to SWHP ERS members. It's accessible via computer and mobile device so you can participate from wherever you are.

Naturally Slim classes are offered at specific times throughout the year. Learn more at [ers.swhp.org](http://ers.swhp.org).



Ever wonder how some people can eat all their favorite foods and not gain weight? Naturally Slim is an online program that will teach you how. Here's a hint: it doesn't include starving, counting calories or spending hours prepping 'approved' foods. SWHP is giving you the chance to learn how to eat the foods you love while reducing your risk of developing serious conditions, like diabetes or heart disease.

Naturally Slim is available at NO COST to you and is accessible via computer and mobile device so you can participate whenever it's convenient, wherever you are.

Naturally Slim classes are offered at specific times throughout the year. To learn more about Naturally Slim, visit [ers.swhp.org](http://ers.swhp.org).

## Brief Summary of Benefits

Benefit	Member Pays
*PCP office visit	\$25
*Specialist office visit	\$40
**E-Visit	\$0
Diagnostic Lab & X-Ray	20%
Outpatient surgery facility	\$100 copay plus 20%
Inpatient hospitalization	\$150 copay per day plus 20% (up to \$750 copay max per admission; \$2,000 max copay per person per year plus 20%)
Out-of-pocket maximum	\$6,750 per person \$13,500 per family
Emergency Room – in-area and out-of-area covered at listed copay. If hospitalized, copay is applied to hospital confinement.	\$150 copay plus 20%
Urgent care clinic or at an urgent care facility	\$50 copay plus 20%

\*Under the Affordable Care Act, certain preventive and women's health services are paid at 100% (i.e., at no cost to the member) dependent upon physician billing and diagnosis. In some cases, you will be responsible for payment of some services.

\*\* Patients between the ages of 2 and 65 who have had a qualifying visit in the previous 12 months —such as a primary care or annual wellness visit—qualify for an E-Visit.

Here's a brief summary of benefits. As always, pre-existing conditions are covered, and emergency services are covered worldwide. No matter where you are when an emergency occurs, your emergency room visit is covered as in-network. Network affiliation does not apply to emergencies.

## Prescription Drug Benefit

Benefit	Member Pays Tier 1 / Tier 2 / Tier 3
Retail Non-Maintenance	\$10 / \$35 / \$60
Retail Maintenance	\$10 / \$45 / \$75
Mail Order (90 days)	\$30 / \$105 / \$180



This chart lists the different copays for each tier — depending on if you fill your prescription at a **retail** pharmacy or **through mail order**. For more information about your prescription drug benefit, see the Group Value Formulary at [ers.swhp.org](http://ers.swhp.org).

## Value-Added Benefits

### Wellness Assessment

A simple, digital health survey that asks questions about your life and delivers customized action steps from our Lifestyle Management Program.

Modules are self-paced, available online, and convenient. Learn more at [ers.swhp.org/health](https://ers.swhp.org/health)

### Online Lifestyle Management

Individual personalized plans that fit your life and needs. Visit [ers.swhp.org/health](https://ers.swhp.org/health) and log in, then click on **Coaching** to participate in any of our lifestyle management programs,

*ERS cannot and does not guarantee the length of time that a specific or type of value-added product will be offered or that a product will be offered in the future. If you have questions or concerns about these products, please contact Scott and White Health Plan directly.*



The Wellness Assessment asks a series of questions related to your personal lifestyle choices. Your answers will reveal basic information about your health. Then the assessment uses your answers to make customized recommendations that will help you live a healthier life.

Lifestyle Management Programs help support healthy choices by providing individual personalized plans that fit your life and needs. These plans include programs like: Move, Balance, Nourish, Relax, Breathe, Care for Depression, Dream, Care for Your Health, and Care for Pain.

[ers.swhp.org](http://ers.swhp.org)

**Disease Management**

Programs designed to improve the health of people with chronic conditions and reduce costs from avoidable complications.

Disease management empowers you as you work with your healthcare providers to manage the disease and prevent complications.

**Complex Case Management**

This program pairs you with a nurse case manager who will work with you, your family and your physician to create a plan to meet your ongoing complex care needs.

Participation is voluntary. There is no additional cost to you for this program.

*Value-added products are subject to change. Please contact Scott and White Health Plan directly with any questions.*



Please visit our website at [ers.swhp.org](http://ers.swhp.org) to learn more about the many additional benefits SWHP offers, including our Disease Management and Complex Case Management programs as well as our Wellness Assessment and Online Lifestyle Management.

Please note that these programs are value-added. ERS cannot and does not guarantee the length of time that a specific value-added product may be offered.

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## Customer Service

(800) 321-7947  
TTY (800) 735-2989  
7 am – 7 pm Monday-Friday  
[ers.swhp.org](http://ers.swhp.org)

## SWHP Nurse Advice Line

(877) 505-7947  
24 hours a day, seven days a week

## E-Visits

[MyBSWHealth.com](http://MyBSWHealth.com)  
8 am – 8 pm, seven days a week.

Whenever you need additional assistance beyond our online member tools, we encourage you to contact a customer service advocate toll-free at (800) 321-7947. This number is answered Monday through Friday from 7 a.m. to 7 p.m. CT. You'll find that number conveniently located on the back of your ID card. Help is also just a click away at [ers.swhp.org](http://ers.swhp.org).

Remember, you can also call the Nurse Advice Line or have an E-Visit, seven days a week.

Thank you for your time today, and welcome to Scott and White Health Plan.