



# Hello and Welcome to Baylor Scott & White Preferred.

Scott and White Health Plan (SWHP) and Baylor Scott & White Quality Alliance (BSWQA) have teamed together to form Baylor Scott & White Preferred, an integrated health plan solution.

Baylor Scott & White Preferred providers belong to the BSWQA Accountable Care Organization (ACO) and are contracted with Scott and White Health Plan 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 health care services that are delivered. They are health care organizations that tie payments to quality measures and the cost of care. In our ACO, doctors, hospitals, Scott and White Health Plan, 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 IT WORK?

Your primary care doctor leads a care team that may include physician assistants, medical assistants and registered nurses. They can 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 (shared securely with other doctors and care managers throughout the health system) to help keep you and your care team on the same page in regard to other specialty doctors you may be seeing, what medicine you're taking, your health history and your test results — in real time. This also helps your doctors spot any gaps in your care.

### As a member of a health plan working with an ACO, you can expect care that is:

**HIGH-QUALITY.** BSW Preferred works with its doctors to ensure they achieve specific quality measures proven to advance the way care is delivered. 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 care 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 (Find a provider near you by going to [ers.swhp.org](https://ers.swhp.org) and using the Find a Provider Tool).

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

**COST-EFFECTIVE.** Your copays and out-of-pocket expenses should be less when your care needs are met inside of the BSW Preferred network (doctors, hospitals, laboratory, imaging and post-acute care), as all other providers are considered out-of-network and no benefits for routine services are available.

## WHY DOES HAVING A PRIMARY CARE DOCTOR ADD VALUE?

Creating a continuing, trusting relationship with a primary care doctor has immense value. They know you and your medical history, allowing them to recognize changes in your health. A primary care doctor cares for you as an entire person (physical, mental and emotional) in addition to overseeing all your routine care.

Your primary care doctor can also:

- Provide education so that you can take charge of your health.
- Ensure that your preventive screenings are completed.
- Devise appropriate treatment plans for managing chronic or complex illnesses.
- Refer you to a comprehensive care manager, if needed, who will help you schedule follow-up appointments, assist with transitions of care, make sure you are taking the right medications and fill prescriptions.
- Act as your advocate and coordinate your care with your current specialist or refer you to a specialist, if needed.
- Suggest other care delivery options that may help prevent unnecessary visits to the emergency room or admission to the hospital.



**As a member of Scott and White Health Plan, the HealthAccess line helps you access the Baylor Scott & White Preferred HMO network of reputable primary and specialty care doctors. Find a BSW Preferred doctor by calling toll-free (844) 279-7589.**

# WHY IS IT IMPORTANT TO STAY IN-NETWORK FOR ALL YOUR HEALTH CARE NEEDS?

If you need to see a specialist or be admitted to a facility, we encourage you to seek that care within the network of BSW Preferred doctors and facilities because:

## 1. We Know You

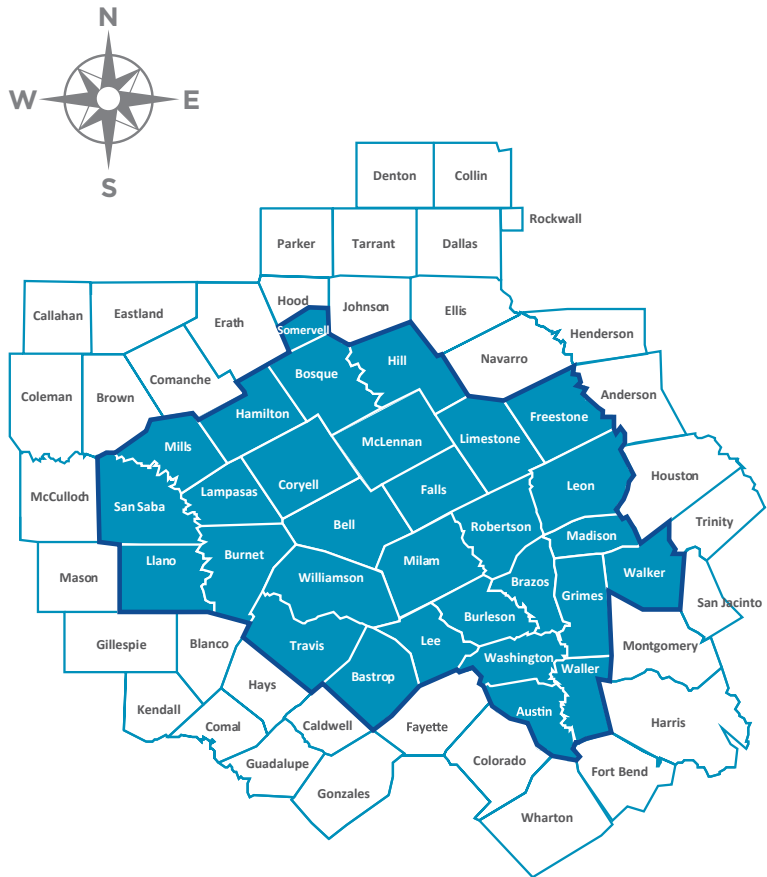
Our doctors and facilities are connected by an electronic health record system. BSW Preferred doctors and facilities share secure access to your medical history and status so they know you before you walk through the door.

## 2. We are Accountable

Your doctors are held accountable for achieving specific quality criteria, patient satisfaction ratings and cost measures, ensuring that you receive the most comprehensive, compassionate and cost-effective care possible.

## 3. We are Protocol-Driven

All BSW Preferred doctors follow certain guidelines when creating your treatment plan. These guidelines are approved by medical associations and proven to be safe and effective.



*If you live or work in one of the shaded counties you are eligible to participate in BSW Preferred.*

## WHAT IS A CARE TEAM?

*A care team is a group of health care professionals working together to keep you healthy and out of the hospital. We realize everyone's health needs are different. Below is a list of care team members you may be in contact with, depending on your specific care needs.*

## WHO MIGHT BE ON YOUR CARE TEAM?

**Your Primary Care Doctor**, if you select one, is considered the captain of your team. He/she will direct and coordinate your care, making complex decisions and devising your treatment plan when diagnosing any health issues.

**Advanced Practice Provider (APP)** is most likely a Nurse Practitioner (NP) or Physician Assistant (PA) licensed to practice medicine in the state of Texas and acts under the authority of your doctor. APPs partner with your doctor to provide you with preventive, chronic and acute care. You may alternate visits between your doctor and an APP.



**Registered Nurse (RN)** is often instrumental in managing your overall health. An RN may assist you with medication management and disease education and explain test results.

**Medical Assistant (MA)** helps to ensure you receive the needed prevention and screening tests. An MA may help you on the day of your visit and contact you between visits to see your doctor.

**Clinical Social Worker** helps with social barriers that may keep you from achieving your health goals. He/she can provide counseling for behavioral health and social issues as well as recommend community resources.

**Remember you are the most important person on the team. As your partner, we will provide support to help you focus on your health needs and goals.**

Find a Provider at [ers.swhp.org](https://ers.swhp.org) • Toll-free (844) 279-7589



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

Scott and White Health Plan began operations in January 1982 and now covers more than 240,000 members, with a service area covering 80 counties in Central, East, North, and West Texas. Considered a top-ranked Texas insurance company with a history of superior customer service, Scott and White Health Plan offers affordable access to high-quality care. Health care may be changing in America, but Scott and White Health Plan's promise to its members never will: to provide the most personalized, comprehensive, highest quality health care, enhanced by medical education and research. That's what has made Scott and White Health Plan a sought-after regional health care solution for employers for more than three decades.



**Baylor Scott & White**  
QUALITY ALLIANCE

BSWQA is an established accountable care organization (ACO) affiliated with Baylor Scott and White Health, the largest not-for-profit health system in Texas. BSWQA is comprised of more than 4,800 primary and specialty care physicians, 49 hospitals, post-acute care facilities and other health care stakeholders. They agree to be jointly accountable for improving quality, managing the health of patient populations, and reducing health care costs. Considered fully operational in 2013, BSWQA now spans both North and Central Texas regions. BSWQA has implemented three key strategies (Patient-Centered Medical Home, Care Coordination and Data Analytics) deemed essential for clinical integration, effective care management and health care cost reductions.