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## New Medical Plan Appeals Process

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Good news! The appeals process for the employee medical plan has been streamlined, with fewer steps to allow for quicker resolution.

With the new appeals process, level one appeals are handled by Scott and White Health Plan. If your claim involves medical judgment, you may request an external review by an external review organization. You also have the option to file an appeal with the Baylor Scott & White Employee Benefits Administrative Committee if your case involves an issue with plan design.

For more information on the appeals process, visit [BSWHBenefits.com](http://BSWHBenefits.com) and review the new Summary Plan Description (click your division, then the "Resources" tab at the top). The Summary Plan Description also includes complete details about all the benefits available to you as a Baylor Scott & White employee.

Customer advocates are available to assist you at (844) 843-3229, seven days a week, from 7 a.m. to 8 p.m.

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