



April 2020

As our nation continues to respond to the COVID-19 outbreak, Scott and White Health Plan remains committed to helping you manage your health and well-being. Learn more below about the steps we're taking to help our members during these uncertain times.

Costs for COVID-19 Testing, Telehealth Services and Treatment

Effective March 6, 2020, and until further notice, we are waiving member cost-sharing for in-network (Tier 1) care related to COVID-19, which includes testing, telehealth services, outpatient office visits and inpatient hospital stays.

As a reminder, eVisits and Video Visits are available through [MyBSWHealth](#) for a \$0 copayment (deductible requirement waived for HSA plan members). A convenient COVID-19 screening questionnaire is also available at no cost through MyBSWHealth.

Visit MyBSWHealth [on the web](#) or [install the app](#) on your mobile device. Or simply text **BETTER** to **88408** to have it sent to your phone. To ensure your visit will be properly processed according to your insurance plan, remember to first [link](#) your Scott and White Health Plan account.

If you are not able to access the COVID-19 screening or telehealth features, contact your doctor's office to see if they offer virtual visits. COVID-19-related telehealth visits with in-network (Tier 1) doctors are also covered by your plan at no cost to you.

Prescription Drug Refills and Prior Authorizations

In conjunction with our pharmacy benefit manager, OptumRx, Scott and White Health Plan amended our prescription drug policies to ensure an uninterrupted supply of medication during the COVID-19 threat.

SUBJECT LINE: COVID-19 Costs and Care

- **Early Refills.** You may obtain an early refill of your prescription medications if you have refills remaining on file at a participating retail or mail-order pharmacy. The refill obtained will stay consistent with the standard days' supply previously filled as allowed by your plan (e.g., 30- or 90-day supply).
- **Extended Authorizations.** We are extending prescription drug approvals (prior authorizations) for most medications for an additional 90 days, for members whose authorizations expire on or before May 1, 2020.

We're Here to Help

Scott and White Health Plan is dedicated to providing ongoing access to quality healthcare services for members impacted by public health emergencies. Please continue to [visit our website](#) for COVID-19 information and helpful resources or call us at 800.321.7947.

Thank you,
Scott and White Health Plan

Visit the member portal at [MyBSWHealth.com](https://www.MyBSWHealth.com)

Download the MyBSWHealth app



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