

# Baylor Scott & White Frequently Asked Questions

QUESTIONS	ANSWERS
<b>How do members access care prior to receiving ID cards?</b>	Members can log onto the member portal at <a href="https://my.bswhealth.com/">https://my.bswhealth.com/</a> to obtain group ID information
<b>When will ID cards be mailed and who are they mailed to?</b>	After the group is in the carrier system, ID cards are mailed to the member within 7-10 business days
<b>What if the information on the IDcard is wrong?</b>	Members can call customer service at 844-633-5325, follow prompts for ID cards.
<b>How can I get a temporary ID card?</b>	<a href="https://my.bswhealth.com/">https://my.bswhealth.com/</a> or the myBSWhealth app.
<b>Urgent care/emergency before enrollee has their ID card</b>	Members may be expected to make a good-faith payment before they are loaded into the carrier system. Please keep your receipt(s) to submit for reimbursement with the claim form. Member can contact customer service at 844-633-5325 for instructions on reimbursement.
<b>Can enrollee get medication before they receive their IDcard?</b>	Yes, member will pay out of pocket and BSW will reimburse. Member can contact customer service at 844-633-5325 for instructions on reimbursement.
<b>Where should the group send future employee applications and terminations?</b>	<a href="mailto:SWHPGroupEnrollment@BSWHealth.org">SWHPGroupEnrollment@BSWHealth.org</a>
<b>When will the client receive their first bill?</b>	Prior to the 2 <sup>nd</sup> month of coverage
<b>Payment options</b>	EFT Bank draft, online portal, or by check.
<b>CONTACT INFORMATION</b>	
<b>Member services</b>	Phone: 844-633-5325
<b>Billing and enrollment</b>	Billing: Contact the assigned client rep to assist Enrollment Email: <a href="mailto:swhpgroupenrollment@bswhealth.org">swhpgroupenrollment@bswhealth.org</a>
<b>Pharmacy customer service</b>	Phone: 800-728-7947
<b>ONLINE RESOURCES</b>	
<b>Employers</b>	<a href="https://swhpemployer.firstcare.com">https://swhpemployer.firstcare.com</a>
<b>Members</b>	<a href="https://my.bswhealth.com/">https://my.bswhealth.com/</a>
<b>Provider check</b>	<a href="https://swhpemployer.firstcare.com">https://swhpemployer.firstcare.com</a>

Information is believed to be current as of the last update and is subject to change. The accuracy of this information is not guaranteed. Last updated on 8/5/2024.