

Scott and White Frequently Asked Questions

QUESTIONS	ANSWERS
How do members access care prior to receiving ID cards?	They can log onto the member portal at www.mybswhealth.com
When will ID cards be mailed and who are they mailed to?	7-10 days after group is in the system and they are mailed to the member.
What if the information on the IDcard is wrong?	Members can call customer service at 800-321-7947, follow prompts for ID cards.
How can I get a temporary ID card?	myBSWhealth.com or the myBSWhealth app.
Urgent care/emergency before enrollee has their ID card	Members may be expected to make a good-faith payment before they are loaded into the system. Please keep your receipt(s) to submit for reimbursement with the claim form.
Can enrollee get medication before they receive their IDcard?	Yes, member will pay out of pocket and S&W will reimburse. Member can contact customer service at 844-633-5325 for instructions on reimbursement.
Where should the group send future employee applications and terminations?	swhpgruppenrollment@bswhealth.org
When will the client receive their first bill?	Prior to the 2 nd month of coverage
Payment options	Bank draft, online, or by check.
CONTACT INFORMATION	
Member services	Phone: 844-633-5325
Billing and enrollment	Billing: Contact the assigned client rep to assist Enrollment: swhpgruppenrollment@bswhealth.org
Pharmacy customer service	Phone: 855-388-3090
ONLINE RESOURCES	
Employers	https://swhemployer.firstcare.com/web
Members	MyBSWHealth.com
Provider check	www.swhp.org

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 3/25/21.

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