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**From:** Scott and White Health Plan  
**Sent:**  
**To:**  
**Subject:** COVID-19: What you need to know about the outbreak of the coronavirus



March 2020

Scott and White Health Plan cares about the health and well-being of all our members—including you and your family. As we continue to monitor the spread of the coronavirus, we are committed to keeping you informed. [Visit our website](#) for COVID-19 symptoms, preventive tips and helpful resources.

### **\$0 Copays for eVisits and Other Benefit Updates**

Scott and White Health plan and Baylor Scott & White Health are actively monitoring COVID-19 developments and are working together to ensure TRS members get the care and services that they need.

Currently, we are waiving all member out-of-pocket copay and cost-sharing for telemedicine eVisits and tests for the diagnosis of COVID-19. We also continue to be committed to providing our members with access to all their prescription medication needs.

For information regarding COVID-19 and additional information regarding benefits and services please visit [TRS.SWHP.org](https://TRS.SWHP.org).

### **No-Cost COVID-19 Screening Questionnaire**

We are also now offering a convenient COVID-19 screening questionnaire at no cost through MyBSWHealth. You can access the screening questionnaire in MyBSWHealth now [on the web](#) or in the mobile app. To install the app on your

mobile device, simply visit [My.BSWHealth.com/download](https://www.mybswhealth.com/download) or text BETTER to 88408 to have it sent to your phone.

To ensure your visit will be properly processed according to your insurance plan:

Link your “SCOTT AND WHITE HEALTH PLAN” account in the MyBSWHealth app

- Tap the gear icon (top right corner of app welcome screen)
- Tap “Manage Linked Accounts”

Link your "SCOTT AND WHITE HEALTH PLAN" account at [MyBSWHealth.com](https://www.mybswhealth.com)

- Go to “Settings” in the left navigation menu
- Select “Linked Accounts and Devices”

## 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. We will follow federal and state guidance while working with hospitals, drug stores and other providers to ensure our members get the care and medications they need.

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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