

MyBSWHealth Wellness Guide

for RightCare members

We're here for you

When you don't feel good.

MyBSWHealth 24/7 Virtual Urgent Care offers expert care for minor illnesses and injuries. Anytime, day or night. Anyone who is 2 years old or older in Texas can receive care.

When you want tips on how to get better or stay better.

Read our wellness blog. Scrubbing In offers advice to help keep you and your family healthy. New posts are available every week.

When you need someone to listen.

Our Community Support page is staffed by chaplains who provide confidential support to people of all faiths. Or no faith at all.

NOTE: MyBSWHealth offers a provider search tool that may not apply to your Medicaid coverage. To find a provider in your network, log in to your [member portal](#) or go to RightCare.SWHP.org/Members/Find-a-provider.



BaylorScott&White
Health Plan



iStock™
Credit: Vilin Visuals

Virtual Care

When you or someone in your family isn't feeling well, you want care fast.

With MyBSWHealth, you can get care 24 hours a day, seven days a week, 365 days a year. All you need is Wi-Fi or a cell signal and a phone, computer or tablet.

Virtual care is convenient. You can:

- See a provider without having to take time off work
- Avoid childcare and elder care issues
- Prevent the spread of illness while sitting in a waiting room
- Save travel time and expense

Please note that you will be asked to sign in to your MyBSWHealth account or register for a new account to start your visit.

To receive care, you must be in Texas and at least two years old.

eVisits

MyBSWHealth eVisits use a short survey to gather information about your symptoms. It takes about 5 minutes. A provider will review your answers and respond with a treatment plan. You should receive a response in about an hour. If you need medication, you can choose the pharmacy you want to use.

Video Visits

You can also get care by video. Appointments are available 24/7. After you talk to the provider about your symptoms, you will get a treatment plan. If you need a prescription, it will be sent to the pharmacy of your choice. You can't get referrals, lab tests or X-rays through a video visit.

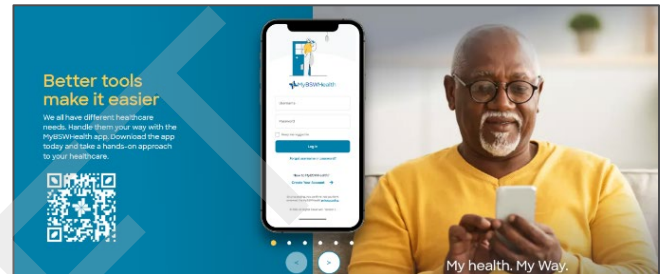
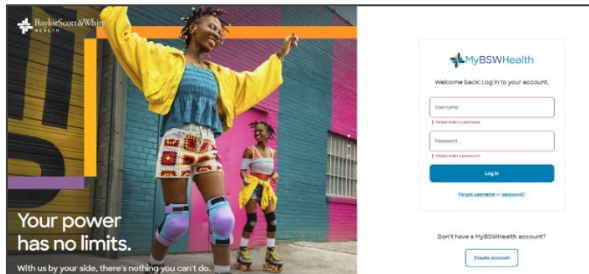
Ready to get care? See next page.

How to sign up for MyBSWHealth

Step 1

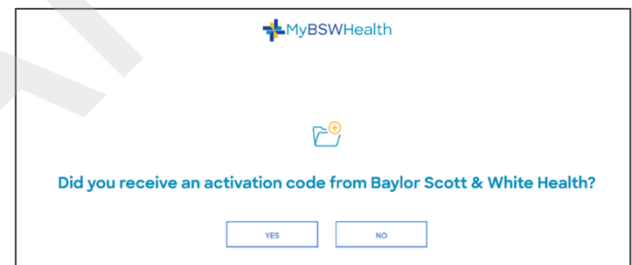
Go to MyBSWHealth.com or download the MyBSWHealth App.

- Text **BETTER** to **88408**, OR
- Download **MyBSWHealth** in the [App Store](#) or [Google Play](#)



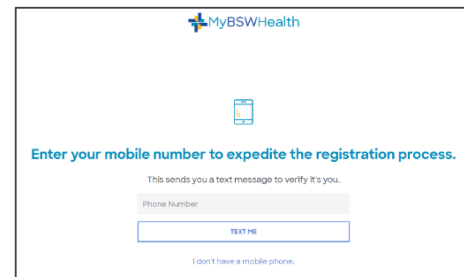
Step 2

Look under the **SIGN IN** box for “New to MyBSWHealth?” and click **CREATE ACCOUNT**. You will see the screen to the right. Just click **NO**.



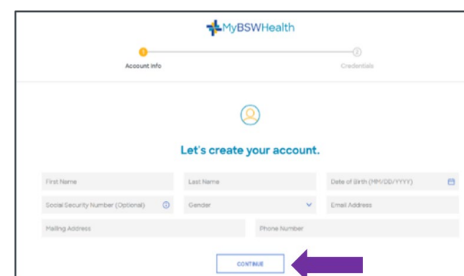
Step 3

Enter your mobile number and follow the prompts. If you don't have a mobile number, click **I DON'T HAVE A MOBILE PHONE**.



Step 4

Enter the information. Then click **CONTINUE** to move through the screens and activate your MyBSWHealth profile.



Step 5

You're all set!

How to get Virtual Care

1 Log in

Log in to [MyBSWHealth.com](https://www.mybswhealth.com) or open the MyBSWHealth App.

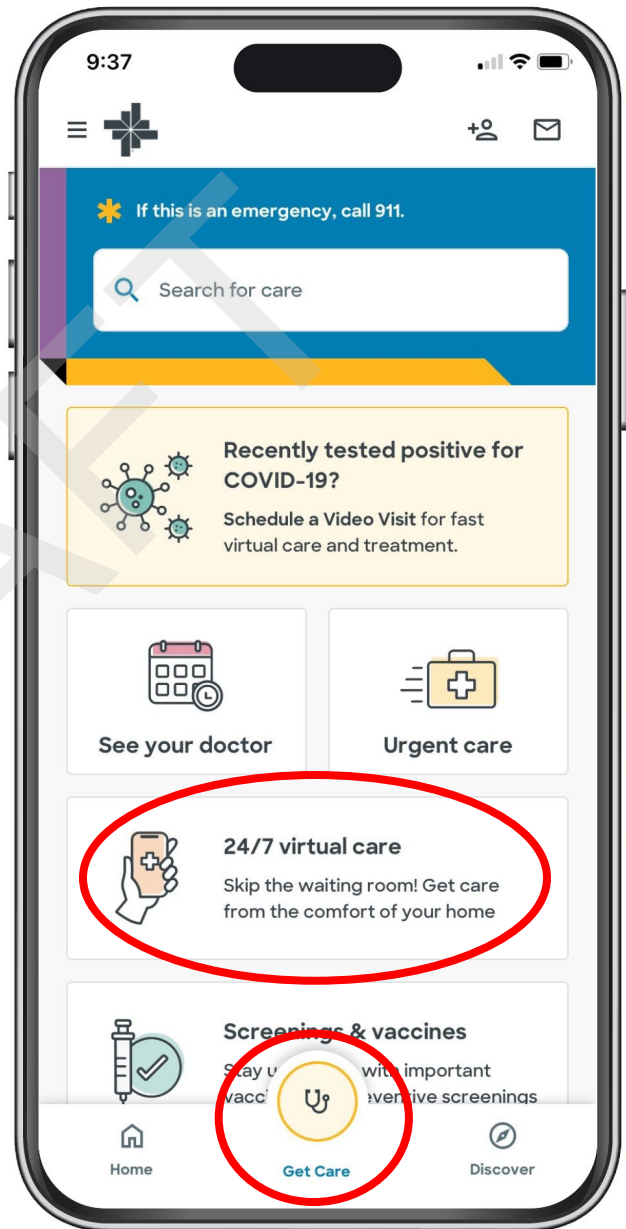
2 Click on “Get Care”

It’s a button on the bottom of your screen

3 Choose an eVisit or Video Visit

You can do an eVisit right away or schedule a Video Visit at a time that works for you.

4 Start feeling better soon!



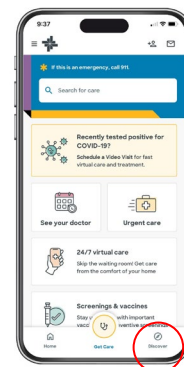
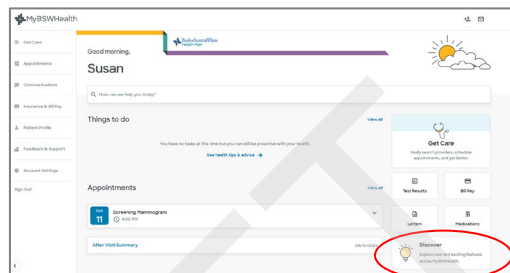
How to find Scrubbing In & Community Support

Log in

Log in to [MyBSWHealth.com](https://www.mybswhealth.com) or open the MyBSWHealth App.

Click the Discover button

It's on the bottom right of the screen—the one with the light bulb. You may need to scroll down to see it.

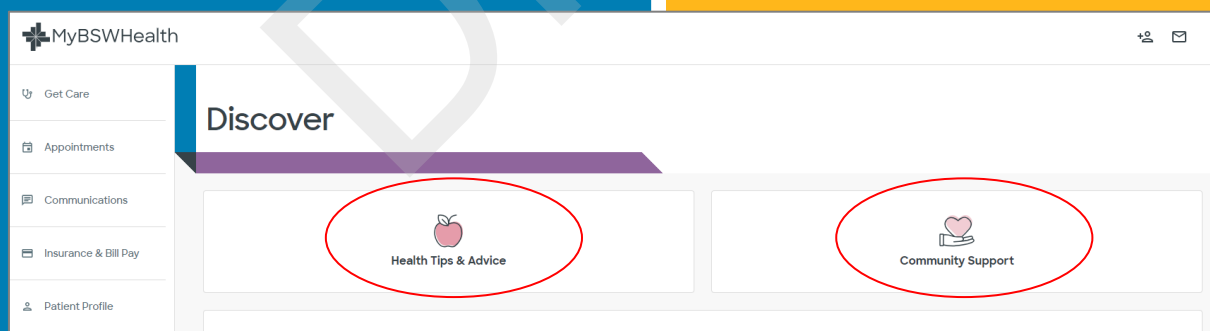


For Scrubbing In, click on the apple

Click the button on the left that says, "Health Tips & Advice" and has an apple on it.

For Community Support, click on the hand and heart

Click the button on the right that says "Community Support"



Read the articles

Scrubbing in offers:

- Healthcare news to inform you.
- Advice to empower you.
- Stories to inspire you.

Connect with a chaplain

When you need to talk to someone, chaplains are here to listen. They provide confidential support to people of all faiths.