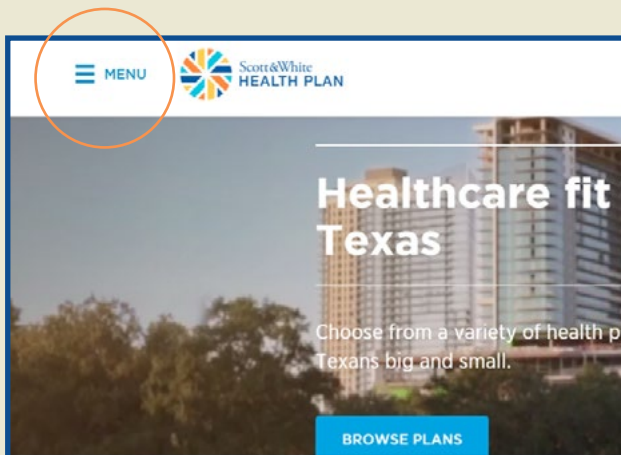
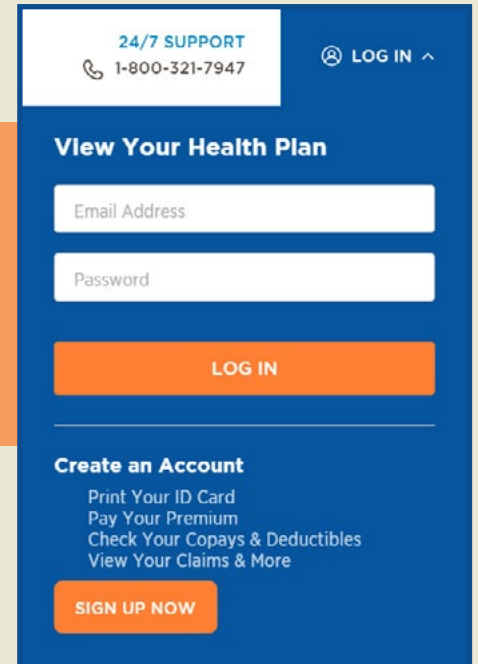


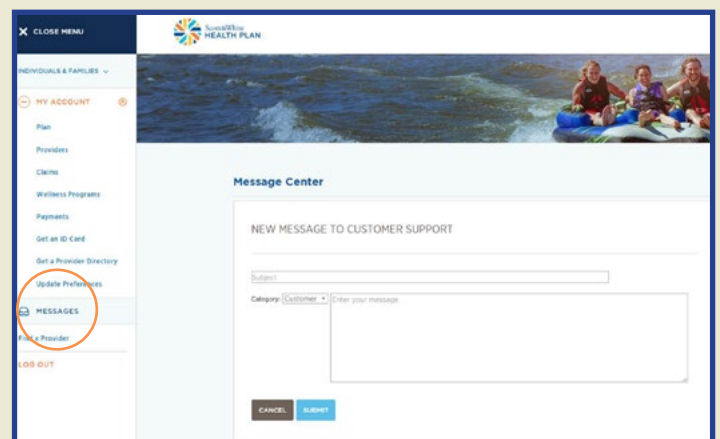
Here are a few things you can do to get **the most from your service experience:**

1 Sign up for the Member Portal to get answers to most of your benefits questions on the spot.



After you sign up for our Member Portal at swhp.org, just click on the word “MENU” on the top left, next to our logo.

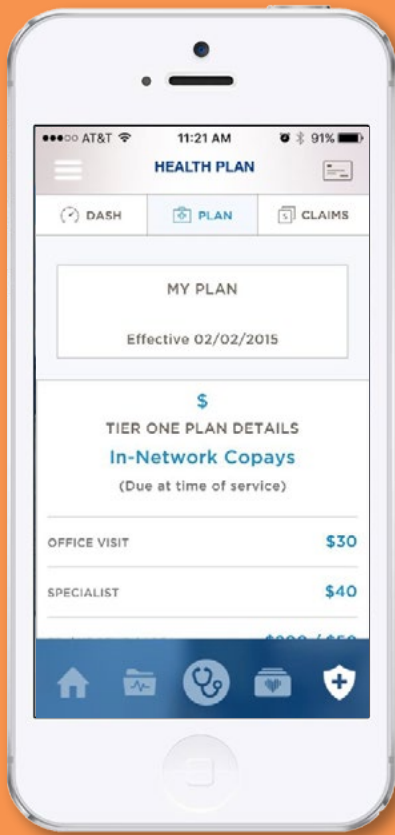
- View and print ID cards instantly
- View benefits and coverage
- See your claims and Explanations of Benefits (EOBs)
- View your deductible and out-of-pocket accumulator
- Take a wellness assessment
- Set your preferences
- And more



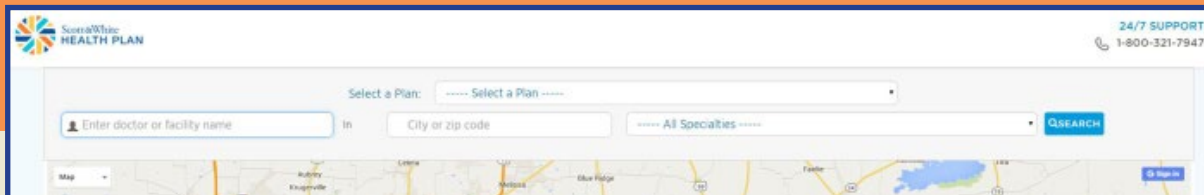
Send an e-mail to customer service advocates through our secure messaging feature.

2

Get the HealthSource App, for information at your fingertips.



For easy access to your information at the doctor's office or anywhere on-the-go, just download the HealthSource Baylor Scott & White app from the App Store, using your iOS or Android smartphone. To log in, use the same user name and password you use for the Member Portal.



Find a network provider and make an appointment.

3

Choose from a broad range of in-network providers by using the provider search tool at <https://portal.swhp.org/#/search>. It's usually a good idea to set up an appointment with your provider to get acquainted, at your convenience. With our provider search tool, you can:

- Search by name and/or specialty
- Determine providers' distance from your ZIP code

If you need to speak to us, contact us in the way that works for you. In addition to the Member Portal, customer support is available by phone at **800-321-7947**.