

Effective January 1, 2019, five providers will shift to the Tier 2 Cigna National Network

Dear Employee,

To help with your benefits selection during annual enrollment, we want to make you aware of the following change to the Tier 1 network:

As of January 1, 2019, five providers will shift to the Tier 2 Cigna National Network: UT Southwestern Physicians, Hunt Regional Medical Center, Airrosti, Central Texas Neurology and Ophthalmology Surgery Center of Dallas. **Though these providers will no longer be available under the Tier 1 BSWQA Network, they are still accessible in cases of emergency or rare situations when a provider is not available in Tier 1 and authorization is granted by Scott and White Health Plan.**

You are receiving this e-mail as our records indicate you or one of your covered dependents received care from one of these providers in the past 12 months.

Since 2016, the Tier 1 network has grown nearly 39% — providing high-quality care where and when you need it. Pediatric access has increased 32.5% and primary care access has increased 31%.

As you review your medical plan options, please keep in mind that the SEQA/EQA plan exclusively includes providers in the Tier 1 BSWQA Network, and the PPO and HSA plans offer additional provider access through the Tier 2 Cigna National Network.

Regardless of the plan you choose, the Tier 1 BSWQA Network is always the best value. It is a complete network of more than 6,500 primary and specialty care physicians, 49 hospitals, and more than 95 post-acute care facilities all working together to keep you healthy.

Providers	SEQA/EQA plan in 2019	PPO or HSA Plan in 2019
Tier 1 BSWQA Network	In network	In network
UT Southwestern Physicians, Hunt Regional Medical Center, Airrosti, Central Texas Neurology, Ophthalmology Surgery Center of Dallas	Out of network — meaning you pay the full cost of care in most cases*	Providers are included in Tier 2 — meaning you pay more to see these providers than you pay to see Tier 1 providers

**Except in cases of emergency or rare situations when a Tier 1 BSWQA Network provider is not available and authorization is granted.*

As providers are added to Baylor Scott & White Quality Alliance throughout the year, the Tier 1 network may grow to include some of the providers listed above as well as others.

Please visit bswh.swhp.org for a complete list of providers available with each plan. If you have any questions or need assistance selecting a provider, please contact Customer Advocacy at 1-844-843-3229 from 7 a.m. to 8 p.m., seven days a week. You may also call the Health Access Line at 844-279-7589.

bswh.swhp.org