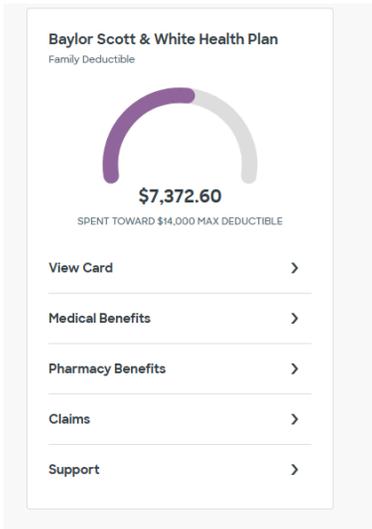


Go to <https://my.bswhealth.com/>

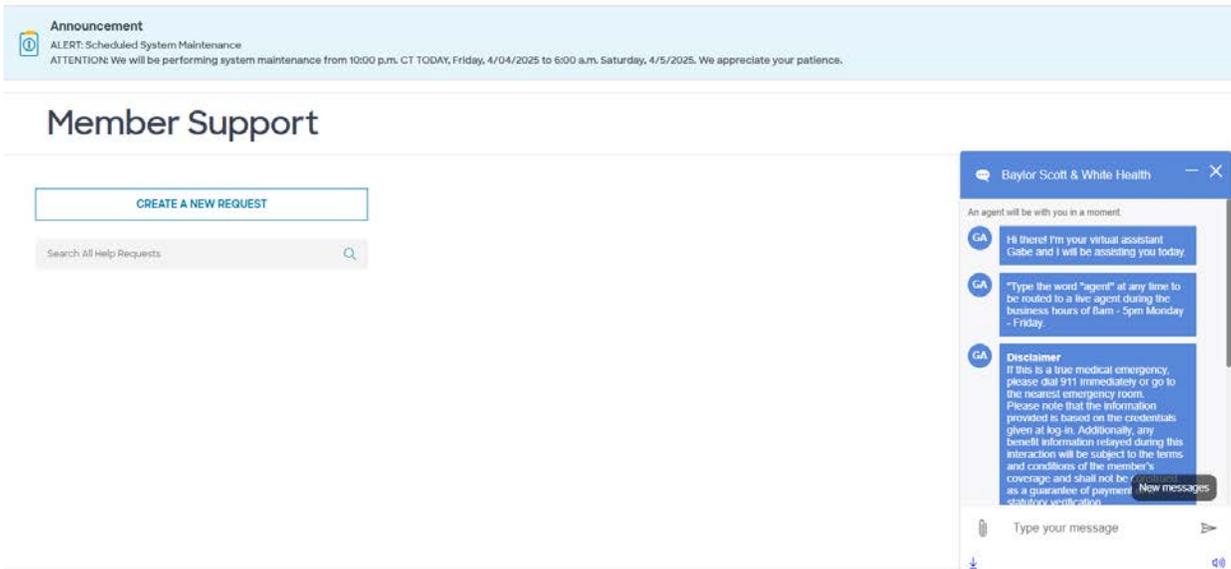
Login

Scan down to bottom right corner to Baylor Scott & White Health Plan



Click Support

A Chat Box will pop up (only available Monday-Friday 8:00-5:00).



Type the word "Agent" in the chat box and an agent will come online and help you. They will ask for your Name, BSW member ID (On your BSW card), DOB, and address for verification so have that ready.

I have found this chat to be a much quicker solution to getting information than calling the customer service at Baylor Scott & White. Longest I have waited for chat is 5 minutes. Customer service phone hold times can be over an hour.

If you are on night shift and not available during the daytime hours, the Member Support requests are helpful as well. You can Create a request with the information you are needing and they will respond back within a couple of days.