

# MyBSWHealth Wellness Guide

for FirstCare 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 choose the [provider directory for your plan](#) at FirstCare.com.



## 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.

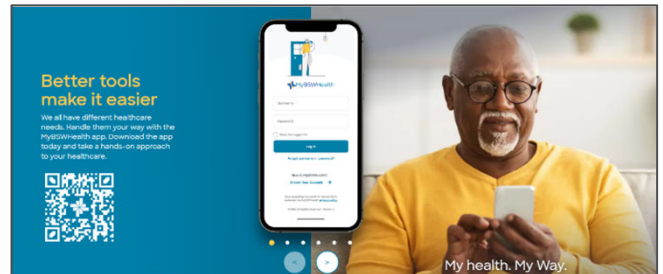
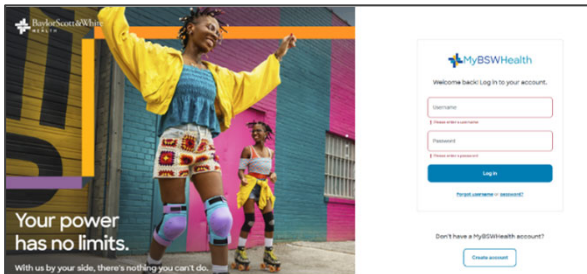
**Ready to get care? See next page.**

# How to sign up for MyBSWHealth

## Step 1

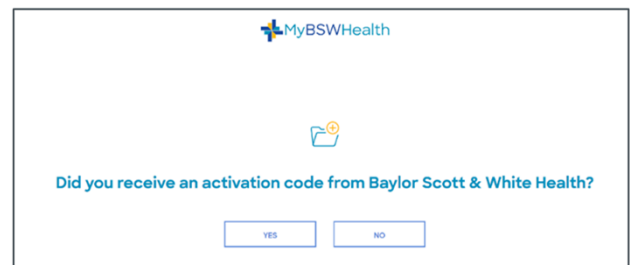
Go to [MyBSWHealth.com](https://MyBSWHealth.com) or download the MyBSWHealth App.

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



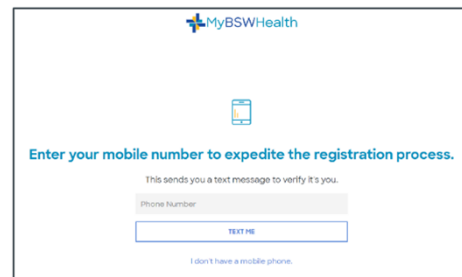
## Step 2

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**.



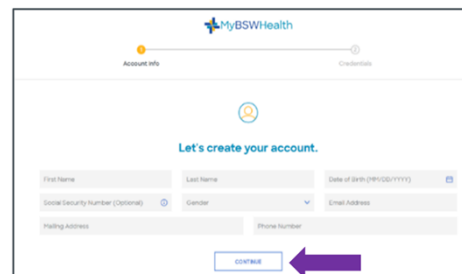
## Step 3

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.

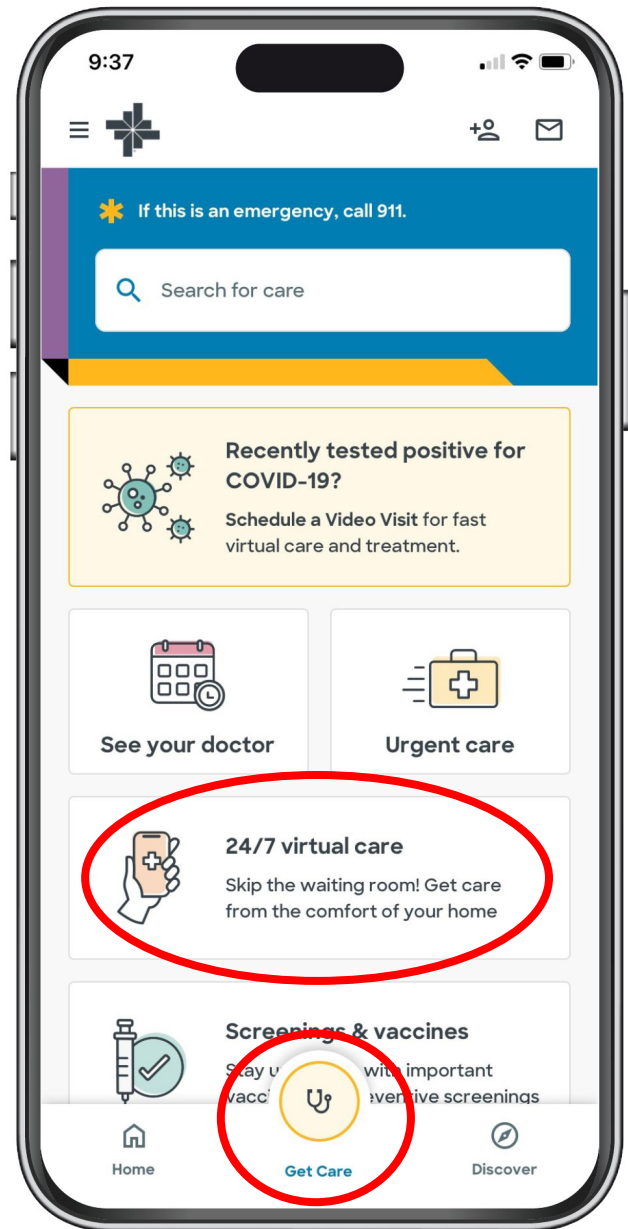
## 2 Click on “Get Care”

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!



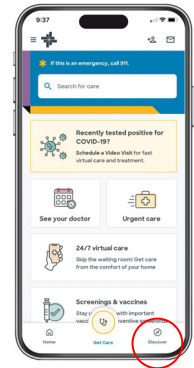
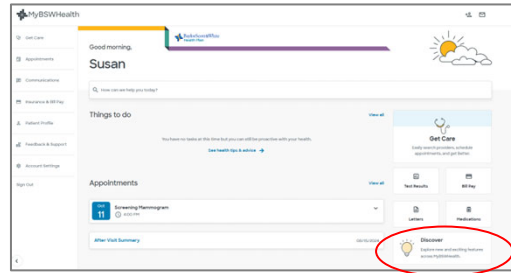
# How to find Scrubbing In & Community Support

## Log in

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

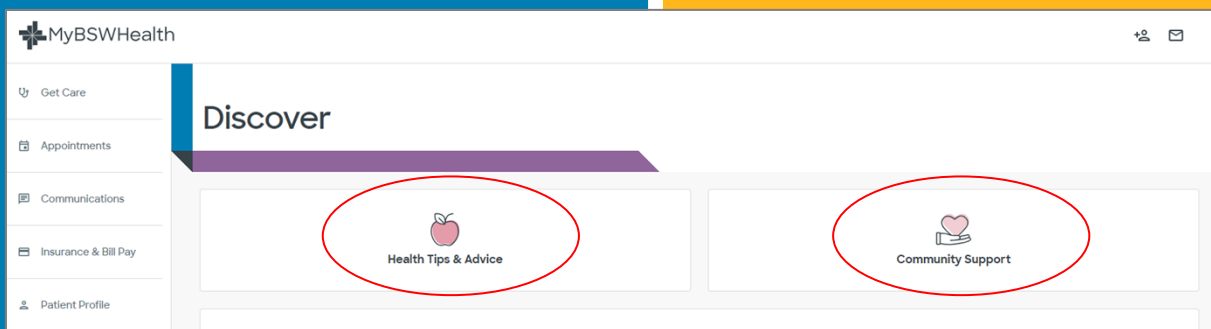
## Click the Discover button

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.