

# DFW ConnectedCare

Enhancing your care experience. Improving your health and well-being.

## A plan designed with you in mind

American Airlines has partnered with Baylor Scott & White Quality Alliance (BSWQA)—part of Baylor Scott & White Health—to enhance your care experience, improve your total well-being and help save you money.

## DFW ConnectedCare plan features:

- ▼ **No deductible:** Say goodbye to large out-of-pocket expenses. The plan starts cost-sharing immediately.
- ▼ **Copays when you need care:** You'll know how much you'll spend for most care.
- ▼ **Faster access:** You'll have priority when making appointments with providers. Take advantage of same-day appointments, extended hours, and on-site lab and imaging services.
- ▼ **Convenient care:** Manage your health care needs, review your medical record, make appointments and see a doctor through eVisits or Video Visits, all with the MyBSWHealth mobile app.
- ▼ **Navigation and support:** The DFW ConnectedCare Center (similar to Accolade) includes dedicated health coordinators, nurses and care managers who assist with appointment scheduling, provider searches, where to go for care, billing questions and more.
- ▼ **DFWConnectedCare.com:** Visit this customized website for American team members to find out if your preferred provider is in the ever-expanding network.

Note: Refer to My.AA.com for full plan benefits information.

## About Baylor Scott & White Quality Alliance (BSWQA)

BSWQA is a comprehensive network of providers, hospitals and facilities working together to provide you with high-quality and personalized care, including select providers and facilities from Methodist Health System, Cook Children's, Children's Health—and the network keeps growing!

The BSWQA network, in the DFW area, is currently made up of more than:

**6,000**

primary and specialty care providers

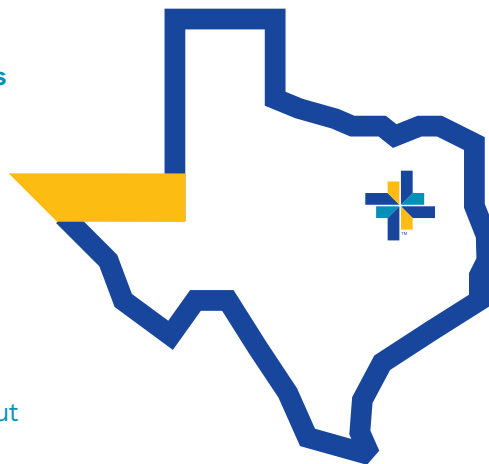
**70**

hospitals and ambulatory surgery centers

**100**

outpatient facilities

as well as laboratory and imaging service providers located throughout the Dallas-Fort Worth area.



## How it works

As a DFW ConnectedCare member, you'll also have access to a team of experts who understand your health care needs and work alongside your provider.

### Your health care coordinator\* will:



Help you find a provider



Schedule appointments



Assist in navigating the health care system



Connect you with experts such as nurses, social workers, pharmacists and community health workers, as needed



Connect you with a claims specialist



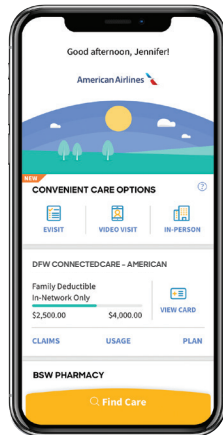
Answer benefits coverage questions



Help you enroll in StayWell Rx



Keep all of your information confidential



## Put the power of your care in the palm of your hand

Once you enroll in the DFW ConnectedCare plan, you'll have access to high-quality, convenient care **on the go** using the MyBSWHealth app.

### Using the app, you can:

- Find a provider
- Schedule appointments\*
- Message with your provider\*
- Access a digital copy of your medical ID card
- Complete an eVisit or Video Visit
- View test results\*
- Link your family's health care records to your account
- Review and pay your bills\*
- Reorder and manage prescriptions at Baylor Scott & White pharmacies
- View claims and what you've paid toward your out-of-pocket maximum

## When you're ready, we're ready.

Baylor Scott & White is committed to your health and safety. Our preventive measures and innovative offerings are designed to protect our patients across the state.

### Our Safe Care plan includes:

- COVID-19 testing of patients** deemed appropriate through individual case review
- Virtual waiting rooms**, providing a patient's loved ones updates via calls and text messaging
- Virtual care options** before and after surgeries or procedures
- Masking of patients, approved visitors and staff**
- Enhanced cleaning and touch-free protocols**, including UV-light disinfection and paperless registration
- COVID-19 home monitoring digital care journey**, available through our MyBSWHealth app or website

Learn more at [BSWHealth.com/SafeCare](https://www.bswhealth.com/safecare).



\* Available if your provider participates in these features.

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