

Insurance Guide

Thank you for allowing us to be a part of your healthcare team. It is our goal to collaborate with you in facilitating a smooth transition when you get new insurance. Your insurance may have many updates regardless if you have the same insurance or new insurance.

To ensure there are no treatment delays, please read below.

Medication and Formulary: Please obtain a formulary from your insurance for medicines used for inflammatory bowel disease. It should include rectal therapies, oral medications, intravenous (IV) medications, and subcutaneous (SC) medications. This information allows our office to avoid unnecessary delays in your treatment plan from denied prescriptions.

Medication Cost: We encourage you to investigate your insurance plan and become familiar with the cost of your medications and treatments. Each insurance plan is unique in the coverage and costs. Your insurance company sets these costs, and our office cannot negotiate these costs for you. If a treatment plan is too costly for you, please discuss with us as soon as possible to determine possible alternative medication.

Prior Authorization: With new insurance or expired authorizations, your medication authorizations may need to be approved again. Prior authorization submissions are processed by your insurance company and will take time to complete. We appreciate your patience in obtaining the approvals.

Communication: We strongly recommend using the Baylor Scott and White Patient Portal to communicate with our office. If you have been using the portal, thank you very much. The portal is the most effective and efficient way for our office to communicate with you. If you are not yet enrolled, please text **BETTER** to 88408 to enroll.

Please update and provide the following information through the MyBSWHealth Portal

1. New insurance card (provide front and back copy of the card)
2. Preferred local pharmacy
3. Preferred /mandated specialty pharmacy by your insurance
4. Preferred lab location (our office, Quest, LabCorp, or another Baylor facility lab)
5. List of formulary medication