



About Baylor Scott & White Quality Alliance

Baylor Scott and White Quality Alliance (BSWQA) is an Accountable Care Organization (ACO) affiliated with Baylor Scott and White Health, the largest not-for-profit health care system in Texas. BSWQA is made up of over 4,800 primary and specialty care doctors, 49 hospitals, post-acute care facilities and other health care stakeholders.

BSWQA stakeholders ALL agree to work together to improve quality, manage the health of patient populations and reduce health care costs.

BSWQA's goal is to make sure you get the **RIGHT CARE** at the **RIGHT TIME** at the **RIGHT COST**.

Comprehensive Care Management

The BSWQA Comprehensive Care Management team plays an important role in making sure your healthcare needs are met.

Our programs offer a team approach to improve your health and well-being. We connect you with the appropriate resources and tools you need to put your plan of care into action and achieve success in meeting your personal health needs. We also work to coordinate services between all sites of care that may include:

- doctor's office
- hospital
- home health services
- rehabilitation services
- skilled nursing facility
- long-term acute care hospital

Our Comprehensive Care Management Programs

Case Management

BSWQA receives information from insurance plans and health care providers identifying patients at risk for certain chronic conditions. If you are a patient at risk, our team will work with you and your doctors to develop an individualized care plan.

Transitional Care Management

After a hospitalization or trip to the emergency room, patients often have questions regarding home care, medications and follow-up doctor appointments. If you have recently been hospitalized or visited an emergency room, a member of our team will call you to help guide you along your road to recovery.

Disease Management

BSWQA disease management programs help patients understand and manage certain chronic conditions. Our team of health care professionals work to provide evidenced-based care and support to you and your family members.

Our Comprehensive Care Management programs are **FREE to BSWQA patients. We look forward to speaking with you.**

Your BSWQA Comprehensive Care Management Team:

- BSWQA Doctors
- RN Care Managers
- Social Workers
- Health Coordinators

Your BSWQA Comprehensive Care Management Team will:

- Provide you with one-on-one guidance and support
- Assist with medication education and management
- Direct you to tools and resources to help you improve your health and well-being
- Communicate with your doctor and other healthcare providers regarding your care

For additional information on our program, including patient rights and responsibilities, eligibility criteria, and how to communicate feedback and complaints, please visit us on the web at <http://thequalityalliance.com/coordinated-care> or call **1.844.772.7972**.