

April 26, 2021

Important Announcement

Commercial Health Plan Integration

Scott and White Health Plan (SWHP) is transitioning commercial business to a new claims system in a phased approach. **Head Start of Greater Dallas, LeHigh White Cement Company and Young Texan Individual** are the next groups to transition, beginning **05/01/2021**. All claims for dates of service 05/01/2021 and after for the group members above will be processed in the new claims system.

Note: Head Start of Greater Dallas, LeHigh White Cement Company and Young Texan Individual members will receive ID cards that include new Member Identification Numbers. The new ID number must be used for any activity related to these members, starting 05/01/2021.

Administrative changes, beginning 05/01/2021:

Paper Claims Filing

For dates of service 05/01/2021 and after, paper claims should be submitted to:

Scott and White Health Plan PO Box 211342 Eagan, MN 55121-0800

Electronic Claims

The Availity Payor ID is 94999.

<u>Electronic Funds Transfer (EFT)</u>

New registration will be handled via Change Healthcare. Providers currently enrolled in EFT prior to 05/01/2021 will **not** have to re-register with Change Healthcare.

Important Phone Numbers

- The **Health Services phone number** for prior authorization requests is **866-384-3488**. This may be a change for some providers.
- The **new Customer Service phone number** for inquiries regarding Bell County members is **844-633-5325**. Members will receive new ID cards with the new phone number.

Provider Portal

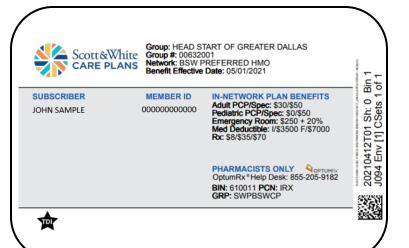
Visit the new provider portal at **swhpprovider.firstcare.com**. Members will receive new ID cards with the new provider portal address. For members whose claims are not yet being processed in the new claims system, please continue to use **portal.swhp.org/providerportal**. You will receive notice as groups transition to the new claims system.

Provider Relations Contacts

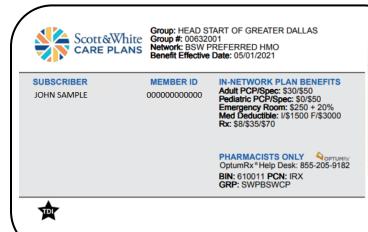
Your Provider Relations contact can be found here: https://swhp.org/Portals/0/Files/Forms/ProviderNews/SWHP-Provider-Relations-Representative-Territory-Map.pdf



Head Start of Greater Dallas Sample ID Cards







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FOR PROVIDERS Electronic Claims: Availity: 94999

Paper Claims: Scott and White Health Plan PO Box 211342 Eagan, MN 55121

Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488

Provider Portal:

Card Issue Date: 04/12/2021

FOR MEMBERS

Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.

Important Information:

Important Information:
In a medical emergency, call 911 or go to the nearest emergency facility.

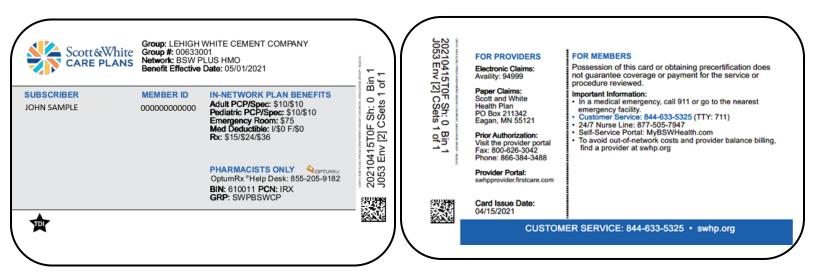
Customer Service: 844-633-5325 (TTY: 711)
24/7 Nurse Line: 877-505-7947
Self-Service Portal: MyBSWHealth.com

To avoid out-of-network costs and provider balance billing, find a provider at swhp.org

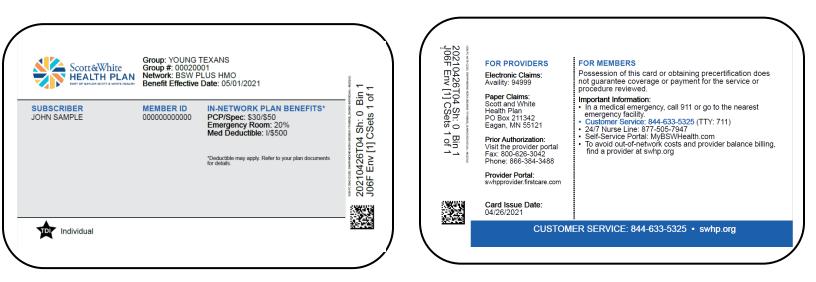
CUSTOMER SERVICE: 844-633-5325 • swhp.org



Lehigh White Cement Company Sample ID Cards



Young Texan Individual Sample ID Cards





Young Texan Individual Sample ID Cards Continued

