



Frequently Asked Questions for Providers

Scott & White Health Plan (SWHP) created this list of Frequently Asked Questions to address key questions for providers.

VERIFYING ELIGIBILITY & BENEFITS

How can I verify eligibility and benefits for SWHP members?

You can verify member eligibility and benefits using one of the following methods:

1. **MyBenefits Portal** – Can be accessed on the SWHP website at <http://swhp.org/en-us/prov/member-eligibility> under “Check online.” (Instructions on how to use the portal are also available on this page.)
2. **Interactive Voice Response (IVR) System** – Can be accessed directly by dialing 1-800-655-7947. (Instructions on how to use the IVR can be found at <http://swhp.org/en-us/prov/member-eligibility> under “Check by phone.”)

What if I try to verify eligibility and benefits using the MyBenefits Portal or IVR System, but they do not recognize my National Provider Identifier (NPI) or Tax Identification Number (TIN)?

In order to use the portal and IVR, your NPI and TIN must be setup in our claims payment system.

If you have signed a contract with SWHP, you may still be in the process of being enrolled and are not yet setup in our claims payment system. You can contact the SWHP Provider Relations Department at 1-800-321-7947, ext. 203064, 1-254-298-3064, or SWHPPROVIDERRELATIONSDEPARTMENT@sw.org to find out where you are in the enrollment process. *NOTE: The provider enrollment process may take up to seven (7) weeks to complete.*

If you have not signed a contract with SWHP but have billed a claim to us, you may not be using the same NPI and/or TIN that was billed on the claim. Therefore, you are not using the same NPI and/or TIN that is setup in our claims payment system. You can contact the SWHP Provider Relations Department at 1-800-321-7947, ext. 203064, 1-254-298-3064, or SWHPPROVIDERRELATIONSDEPARTMENT@sw.org for assistance.

If you have not signed a contract with SWHP and have not billed a claim to us, you will not be setup in our claims payment system. You will need to complete and submit an EDI Intake Form in order to be setup in our claims payment system. You can download a copy of the form at <http://swhp.org/en-us/prov/forms-guides> under the “Claims and Billing” section. *NOTE: Providers participating with SWHP through their contract with PHCS will likely have to complete the EDI Intake Form in order to be setup in*



our claims payment system. The SWHP members that can obtain services from PHCS providers have the PHCS logo on the back of their ID card.

PRIOR AUTHORIZATIONS

What medical services, procedures, or supplies require prior authorization?

SWHP has a prior authorization list for all Commercial plans [HMO, HMO-POS, and PPO] and a prior authorization list for all Medicare plans [Vital Traditions (HMO) – Medicare Advantage, Vital Traditions (HMO-POS) – Medicare Advantage, and SeniorCare (Cost)]. All prior authorization lists and forms to request prior authorization are located on the SWHP website at <http://swhp.org/en-us/prov/auth-referral/medical>. *(It is important to include the fax cover sheet when submitting a prior authorization request using one of the forms located on our website.)*

What medications require prior authorization?

Prior authorization criteria and forms to request prior authorization for medications are located on the SWHP website at <http://swhp.org/en-us/prov/auth-referral/medications>. *NOTE: SWHP drug lists (formularies) can be viewed on the SWHP website at <http://swhp.org/en-us/prov/resources/pharmacy-services>.*

MEDICAL COVERAGE POLICIES

How can I view SWHP's medical coverage policies?

All of SWHP's medical coverage policies are located on our website at <http://swhp.org/en-us/prov/resources/policies>. If you have questions regarding the medical coverage policies, you can contact the Care Coordination Division (CCD) by calling 1-888-316-7947 or 1-254-298-3088.

PROVIDER DIRECTORY

How can I find providers in the SWHP network to refer members to for medical services, procedures, or supplies?

You can use the SWHP Find a Provider online search tool. The provider search tool is located at <https://portal.swhp.org/#/search>. There is a drop-down for each type of plan, including HMO, PPO, Exchange/Marketplace, Vital Traditions – Medicare Advantage, SeniorCare, RightCare STAR Medicaid, and various employer groups.

What if my information that is reflected in the SWHP Find a Provider search tool is not accurate or I'm not found in one of the drop-downs that I am contracted for with SWHP?

If your name, address, specialty, panel status (accepting new patients or not accepting new patients), phone number, group/practice name, or other information is not accurate, you can complete and submit the Change Address Form located on the SWHP website at <http://swhp.org/en-us/prov> (click on the drop-down Menu in the top left corner of the page, then click on the link for "Provider Services"),



you can contact your SWHP Provider Relations Representative to have your information updated, or you can contact the SWHP Provider Relations Department at 1-800-321-7947, ext. 203064, 1-254-298-3064, or SWHPPROVIDERRELATIONSDEPARTMENT@sw.org.

If you are not reflected in one of the drop-downs that you are contracted for with SWHP, please check your Participating Provider Agreement (contract) to verify whether or not you are contracted for that particular network. If your contract includes a network that you are not reflected in the drop-down for in the SWHP Find a Provider search tool, you can contact your SWHP Provider Relations Representative or contact the SWHP Provider Relations Department at 1-800-321-7947, ext. 203064, 1-254-298-3064, or SWHPPROVIDERRELATIONSDEPARTMENT@sw.org. If your contract does not include a network that you would like to participate in and be reflected in the SWHP Find a Provider search tool, please complete the Modifying Existing Contract Form located on the SWHP website at <http://swhp.org/en-us/prov>. *NOTE: You may have to submit additional information to be considered and enrolled in networks that are not part of your existing contract.*

SWHP WEBSITE

What other information is available on the SWHP website?

The SWHP website includes helpful information and resources. The following key information and resources are available on the website under the Providers tab at <http://swhp.org/en-us/prov>.

- **Claims Information:** <http://swhp.org/en-us/prov> → Click on MENU (top left corner of page) → Click on “Submit a Claim”
- **Provider Manual:** <http://swhp.org/en-us/prov/resources/provider-manual>
- **Provider Orientation and Education:** <http://swhp.org/en-us/prov/resources/orientation-and-education>
- **Policies:** <http://swhp.org/en-us/prov/resources/policies>
- **Provider Newsletter – “The Inside Story”:** <http://swhp.org/en-us/prov/news/providers-inside-story>
- **Forms and Guides:** <http://swhp.org/en-us/prov/forms-guides>

PROVIDER RELATIONS

How do I contact the SWHP Provider Relations Department?

You can contact the SWHP Provider Relations Department by calling 1-800-321-7947, ext. 203064 or 1-254-298-3064, or sending an email to SWHPPROVIDERRELATIONSDEPARTMENT@sw.org. If you are a contracted provider with SWHP, you can also contact your SWHP Provider Relations Representative for



assistance. To find out whom your SWHP Provider Relations Representative is, please call or email the department at the phone numbers or email address provided above.

CUSTOMER SERVICE

How do I contact the SWHP Customer Service Department?

You can contact the SWHP Customer Service Department by calling 1-800-321-7947 or sending an email to SWHPQUES@sw.org. (We strongly encourage providers to check the SWHP website for the information needed prior to calling the Customer Service Department.)