



Scott & White  
HEALTH PLAN

Part of  
Baylor Scott & White HEALTH

## Utilization Review Procedures

Utilization Review (Utilization Management) is a process that helps ensure you receive the right health care service in the right place at the right time. It is performed by the Scott and White Health Plan (SWHP) medical staff in the Health Services Department, who determine with the SWHP Medical Director(s) the coverage of your health care services. This review is done either before you receive your medical care or coverage (prior authorization), during delivery of your medical care (concurrent review) or after your care has already been delivered. For elective hospital admissions and certain types of procedures listed in the Evidence of Coverage (EOC), you need an approval (known as prior authorization or "PA") from the SWHP Health Services Department before the procedure occurs. SWHP determines and informs you whether there will be coverage before you actually receive the requested care. You need to receive the prior authorization from the Health Services Department prior to receiving the elective hospital admissions and procedures requiring prior authorization. A prior authorization (PA) informs SWHP of the request for desired care and it may be initiated by you, your confirmed authorized representative, your coordinating physician or primary care physician (PCP). A team of nurses and physicians then determine if the care is covered under the terms of your EOC and meets all Medicare and Plan medical necessity and appropriateness criteria. This process allows SWHP to monitor the quality of care that you receive and keep your premium dollar going for covered benefits. This is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/co-insurance may change on January 1 of each year.

Scott and White Health Plan and its subsidiary Insurance Company of Scott and White are Medicare Advantage organizations with Medicare contracts. Scott and White Health Plan offers HMO plans. Insurance Company of Scott and White offers PPO plans. Enrollment in Scott and White Health Plan or Insurance Company of Scott and White depends on contract renewal.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-334-3141 (TTY: 711). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-334-3141 (TTY: 711). CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-334-3141 (TTY: 711).

Scott and White Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Scott and White Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Scott and White Health Plan tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, đời tuối, khuyết tật, hoặc giới tính.