



August 21, 2020

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. **Bell County** is the next group to transition, beginning **11/1/2020**. All claims for dates of service 11/1/2020 and after for Bell County members will be processed in the new claims system.

Note: Bell County 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 11/1/2020.

Administrative changes, beginning 11/1/2020:

- **Paper Claims Filing**
For dates of service 11/1/2020 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.
- **Electronic Funds Transfer (EFT)**
New registration will be handled via Change Healthcare. Providers currently enrolled in EFT prior to 11/1/20 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>