



May 2018

Ref: New SWHP Tiered Networks - Dually Contracted Providers with Cigna

In 2018, Scott & White Health Plan (SWHP), part of Baylor Scott & White Health, will expand our commercial products to include 2 new tiered network offerings.

- The PPO Choice network will include all SWHP contracted providers in Tier 1 and Cigna contracted providers in Tier 2.
- The PPO Choice Preferred network will include all BSW Preferred contracted providers in Tier 1 and Cigna providers in Tier 2.

If you are contracted with SWHP and Cigna, please let this letter serve as notice per Texas Insurance Code §1301.056 and Texas Insurance Code §1458.101 that your SWHP contract(s) will apply for this tiered product. Under our agreement with Cigna, SWHP contracts take precedence in dually-contracted situations.

Q: Will this change my reimbursement?

A: No, your current SWHP contracted rates will apply.

Q: Where should I submit claims?

A: Claims should be submitted to SWHP. The only exception is for providers contracted through a Cigna National Ancillary (i.e. ASH, eviCore, CareCentrix, Amplifon, etc). These providers should submit claims to their respective National Ancillary system.

Q: What products will this tiered network impact?

A: These tiered products will be for Commercial products only.

Q: We are contracted with Cigna through CareCentrix. What tier will apply?

A: CareCentrix providers will be Tier 2. Any providers who are also directly contracted with SWHP are Tier 1.

Q: We are a nationwide company with local Texas branches contracted with SWHP but other branches outside the State of Texas contracted with Cigna. What tier will apply?

A: Any provider locations who are directly contracted with SWHP are Tier 1. Other branches outside the State of Texas would be Tier 2.

Q: Are all SWHP-contracted providers in Tier 1?

A: For the PPO Choice network, all SWHP-contracted provider will be in Tier 1. For the narrower PPO Choice Preferred network, only the BSW Preferred-contracted providers will be in Tier 1. Employers will choose what network they will offer to members.

Q: How will I know what tier I fall into?

A: The member ID card will reflect the network selected by the employer. The online Provider Search tool will also reflect the tier of each provider.

Q: Where will I send my Prior Authorization (PA) request?

A: Since the SWHP contract takes precedence over Cigna, providers who are contracted with SWHP will contact SWHP for PA. Those providers contracted only with Cigna will contact Cigna for PA.