



12/09/2020

## **Important Announcement**

### **Commercial Health Plan Integration**

Scott and White Health Plan (SWHP), Insurance Company Scott & White (ICSW), and Scott and White Care Plan (SWCP) are transitioning commercial business to a new claims system in a phased approach. Federal Employees Health Benefits (FEHB) is the next group to transition, beginning **1/1/2021**. All claims for dates of service 1/1/2021 and after for these members will be processed in the new claims system.

**Note: FEHB 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 1/1/2021.

#### **Administrative changes, beginning 1/1/2021:**

- **Paper Claims Filing**

For dates of service 1/1/2021 and after, paper claims should be submitted to:  
Scott and White Health Plan  
PO Box 211342  
Eagan, MN 55121-1342

- **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 1/1/21 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 **FEHB** 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>

## Sample Cards

 <p><b>Scott &amp; White</b> <b>HEALTH PLAN</b> PART OF BAYLOR SCOTT &amp; WHITE HEALTH</p>		<p><b>Group:</b> Federal Employee Health Benefit  <b>Group #:</b> 00011  <b>Network:</b> BSW PREFERRED HMO  <b>Benefit Effective Date:</b></p>
<p><b>SUBSCRIBER</b>  John Sample  <b>DOB:</b> 00/00/0000</p>	<p><b>MEMBER ID</b>  00000000000</p>	<p><b>IN-NETWORK PLAN BENEFITS</b>  <b>Adult PCP/Spec:</b>  <b>Pediatric PCP/Spec:</b>  <b>Emergency Room:</b>  <b>Coinurance:</b>  <b>Deductible:</b>  <b>Rx:</b>  <small>Deductible may apply. Refer to your plan documents.</small></p>
<p><b>DEPENDENTS</b>  Jane Sample  Jack Sample  Jill Sample  James Sample  Julie Sample  Joe Sample  Jackie Sample</p>	<p>00000000000  00000000000  00000000000  00000000000  00000000000  00000000000  00000000000</p>	<p><b>PHARMACISTS ONLY</b>   Pharmacy Help Desk: 855-205-9182  <b>BIN:</b> 610011 <b>PCN:</b> IRX  <b>GRP:</b> SWPBSWHP</p>
		

<p><b>FOR PROVIDERS</b></p> <p><b>Electronic Claims:</b>  Availity: 94999</p> <p><b>Paper Claims:</b>  Scott and White  Health Plan  PO Box 211342  Eagan, MN 55121</p> <p><b>Prior Authorization:</b>  Visit the provider portal  Fax: 800-626-3042  Phone: 888-384-3488</p> <p><b>Provider Portal:</b>  swhpprovider.firstcare.com</p> <p><b>Card Issue Date:</b>  12/01/2020</p>	<p><b>FOR MEMBERS</b></p> <p>Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.</p> <p><b>Important Information:</b></p> <ul style="list-style-type: none"> <li>• In a medical emergency, call 911 or go to the nearest emergency facility.</li> <li>• <b>Customer Service:</b> 844-633-5325 (TTY: 711)</li> <li>• 24/7 Nurse Line: 877-505-7947</li> <li>• Self-Service Portal: MyBSWHealth.com</li> <li>• To avoid out-of-network costs and provider balance billing, find a provider at fehb.swhp.org.</li> </ul>
<p><b>CUSTOMER SERVICE: 844-633-5325 • fehb.swhp.org</b></p>	



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