

Commercial 2021 Provider Manual



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Health Plan References

Change Healthcare (Emdeon) (ACH EFT Enrollment)	1-866-506-2830
Change Healthcare (Emdeon) (VCC Opt-out)	1-855-886-3863
Customer Advocacy	1-800-321-7947 or 254-298-3000
Individual, Family, Employer Providers.....	1-800-321-7947
Health Services Division	1-888-316-7947 or 254-298-3088
Medicare Providers.....	1-800-782-5068
Nurse Advice Line	1-877-505-7947
Pharmacy	1-800-728-7947
Email: PRESCRIPTIONSERVICES@BSWHEALTH.ORG	
Provider IVR	1-800-655-7947
Provider Relations.....	1-800-321-7947 or 254-298-3064
Email: SWHPPROVIDERREPRESENTATIVES@BSWHEALTH.ORG	
Fax: (254) 298-3044	

Other Organization Phone Numbers

Superior Vision (800) 507-3800 and (800) 879-6901
EyeMed Vision (Group Plan Customer Service) – Only for S&W Employee Plans 1-866-9393633

Online Resources

www.swhp.org

- Authorizations and Policies
- Manage Provider Account
- Provider Manual and Training
- General Provider Resources
- Claims
- Claims and Billing forms for Providers
- Medical Management
- Quality Improvement – Policy and Procedures – Clinical Guidelines
- Complaints and Appeals

<https://swhp.org/en-us/prov>

- Eligibility and Benefits
- Claims Search

- Redetermination
- Fee Look up
- Pre-Auth Check
- EX Code List
- HSD Referral Form
- Oncology Analytics
- eviCore

About Us

Scott and White Health Plan and Insurance Company of Scott and White (SWHP) started operations in January 1982 as a nonprofit Health Maintenance Organization. Since then, our mission has been:

"To provide the most personalized, comprehensive, highest quality health care, enhanced by medical education and research."

SWHP was first called Centroplex Health Plan, and our service area was focused primarily in Bell and Coryell counties. Since then, we've grown our membership to over 230,000 members. SWHP serves our members through 130 hospitals and over 23,000 Providers in 80 counties. New insurance plans have been introduced to meet the needs of members, employers, and the community. These include a statewide self-insured plan, income protection plans, a Medicare prescription plan, and a Medicaid plan.

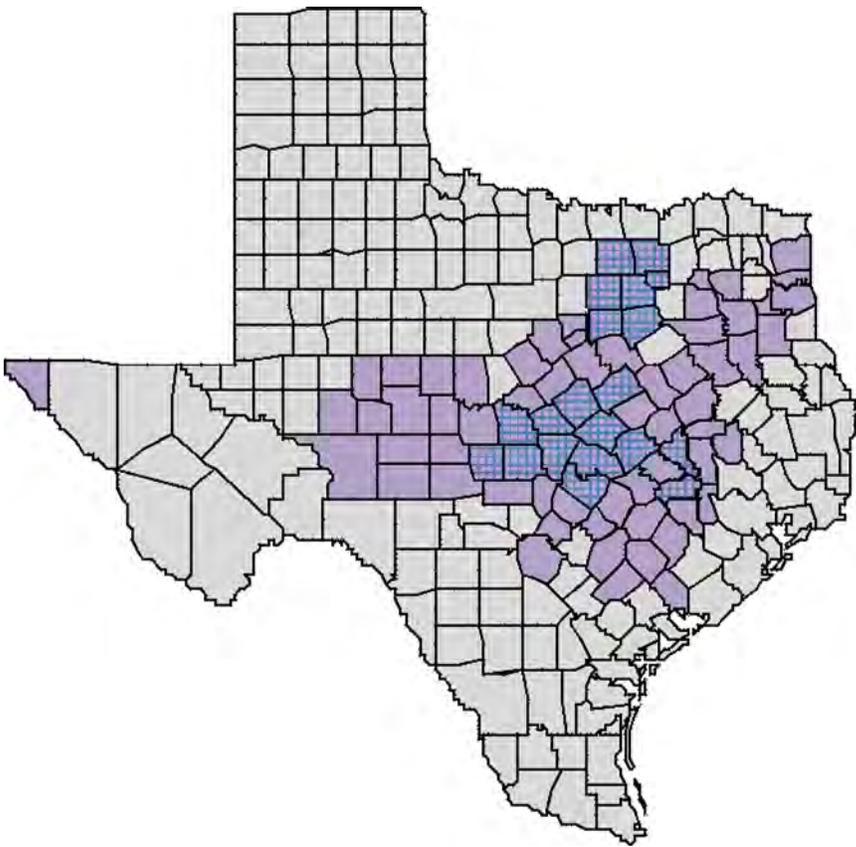
Our fully insured HMO products for large groups (50+) will be offered through a new subsidiary called Scott & White Care Plans. This applies to both new and in-force groups. Members can expect to see no changes to their benefits. The only change they'll see is a new name and logo on their plan materials.

The Scott and White Health Plan Difference

Healthcare may be changing in America, but our promise to you never will. We work the way you live, so you're free to focus on the rest of your life.

- **We're available.** Questions come up and we've got the answers for you. Our Customer Advocates are available to members from 7:00 a.m. - 8:00 p.m. CST 7 days a week.
- **Personal Service.** We're your friends and neighbors. All our operations are right here in Texas. You can call us or visit us at one of our convenient locations.

Because of our integration with Baylor Scott & White Health, we can implement innovative medical programs and offer convenient access to high-quality care, increased coordination of patient care, and improved patient outcomes



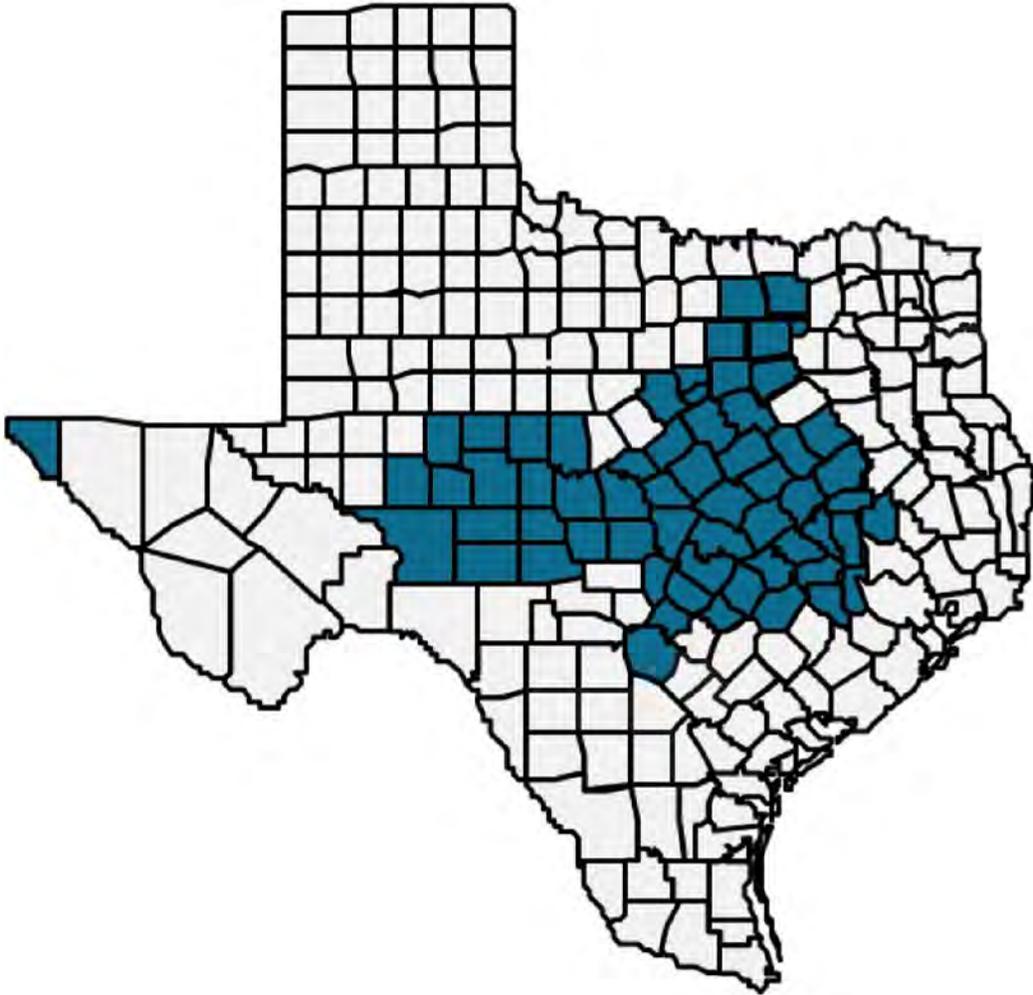
Scott & White Health Plan was established in 1982 to support the residents and physicians of Central Texas.

Today we serve 230,000 members in 80 counties across Texas through 130 Hospitals and over 23,000 Providers.

Serving Commercial, Medicare and Medicaid Populations.

- Scott and White Health Plan footprint
- Baylor Scott & White Health System footprint

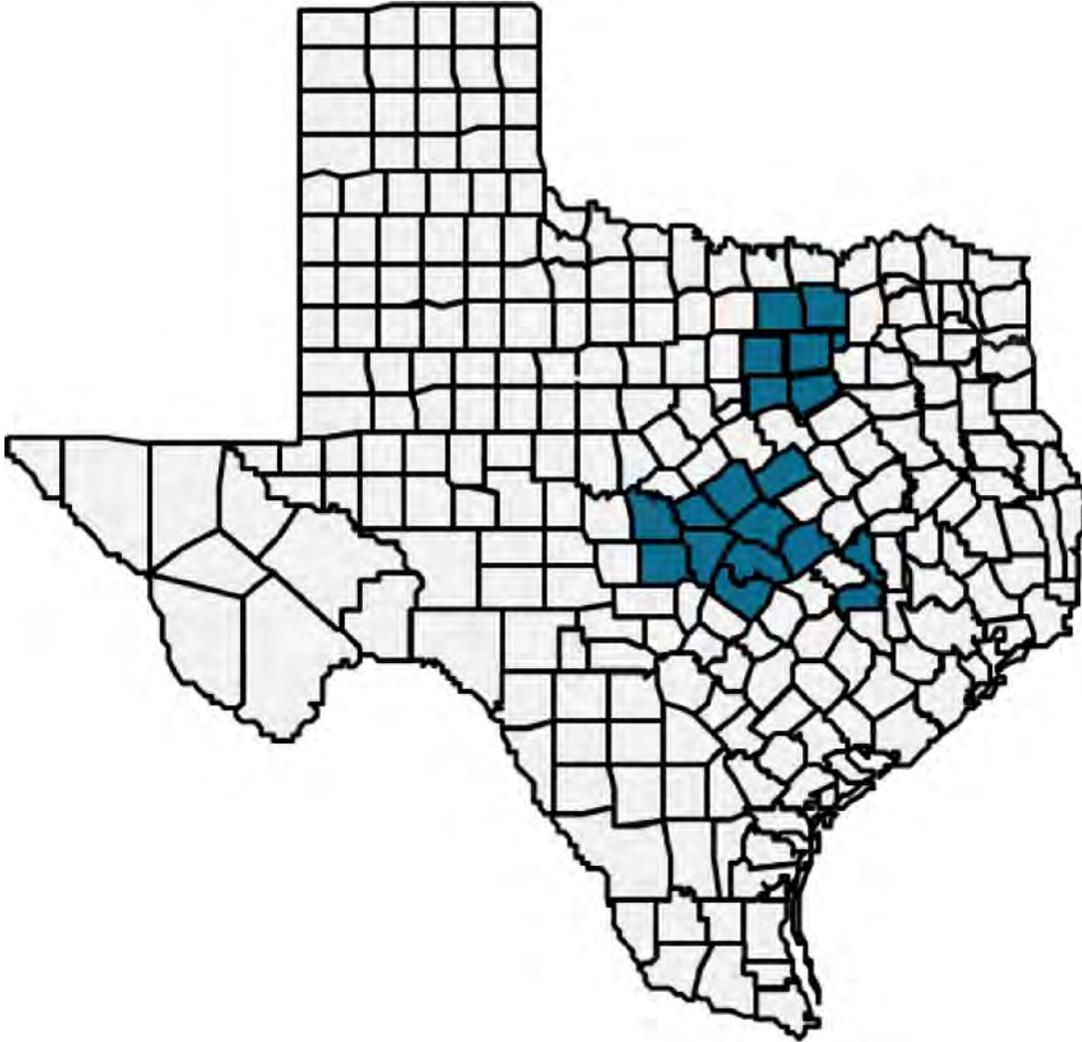
SWHP HMO Service Area



61 Counties

Austin, Bastrop, Bell, Bexar, Blanco, Bosque, Brazos, Burleson, Burnet, Caldwell, Coke, Coleman, Collin, Comal, Concho, Coryell, Crockett, Dallas, Denton, Ellis, El Paso, Erath, Falls, Fayette, Freestone, Grimes, Hamilton, Hays, Hill, Hood, Irion, Johnson, Kimble, Lampasas, Lee, Leon, Limestone, Llano, Madison, Mason, McCulloch, McLennan, Menard, Milam, Mills, Reagan, Robertson, Rockwall, Runnels, San Saba, Schleicher, Somervell, Sterling, Sutton, Tarrant, Tom Green, Travis, Walker, Waller, Washington, and Williamson

BSW Preferred HMO Service Area



16 Counties

Bell, Brazos, Burnet, Collin, Coryell, Dallas, Denton, Ellis, Lampasas, Llano, McLennan, Rockwall, San Saba, Tarrant, Washington, and Williamson

& 3 Partial Counties

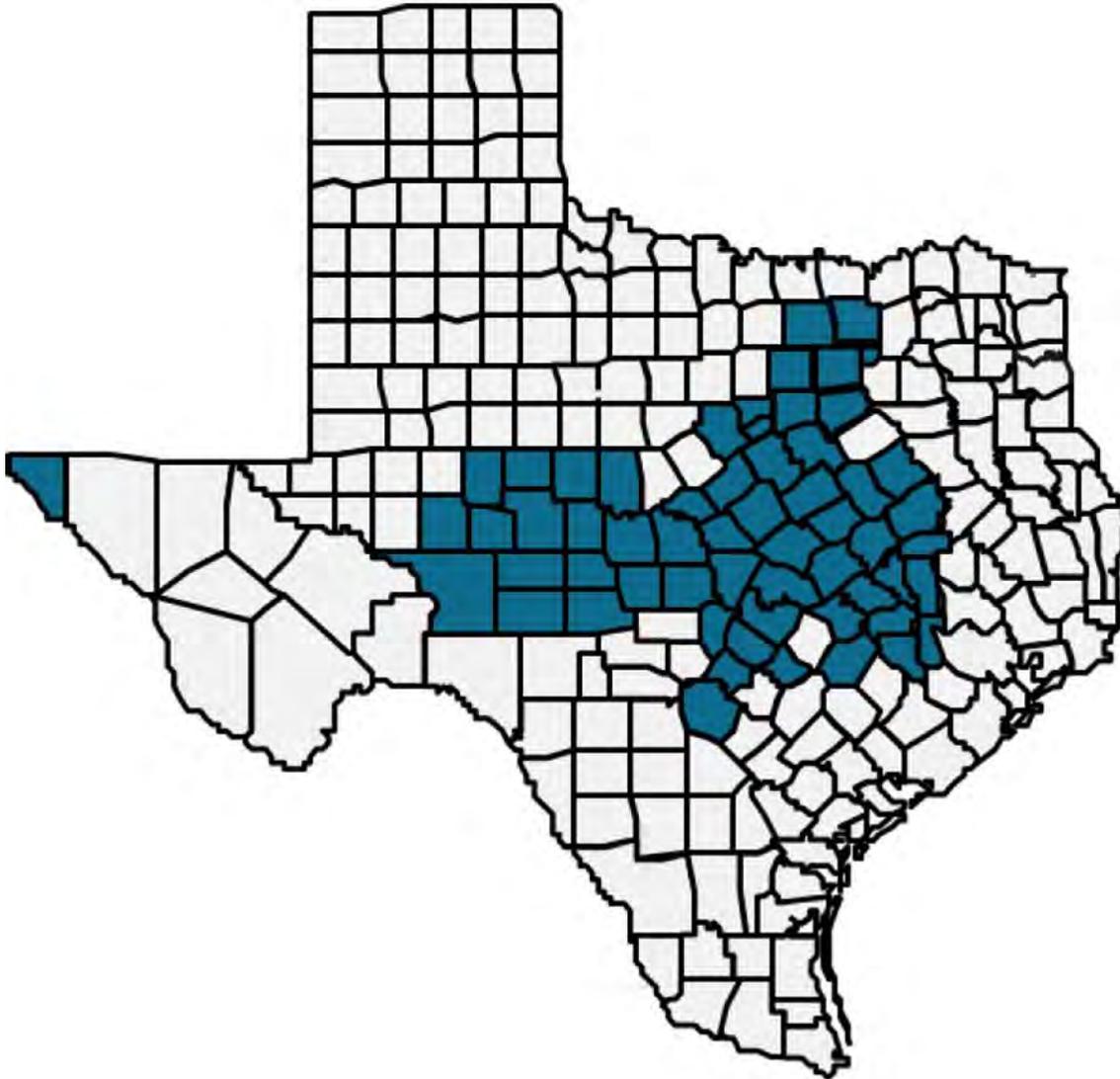
(only for the following zip codes):

Johnson - 76009, 76028, 76031, 76035, 76036, 76044, 76049, 76050, 76058, 76059, 76063, 76084

Travis - 78613, 78615, 78621, 78634, 78641, 78642, 78645, 78652, 78653, 78654, 78660, 78664, 78669, 78681, 78701, 78702, 78703, 78704, 78705, 78712, 78721, 78722, 78723, 78724, 78725, 78726, 78727, 78728, 78729, 78730, 78731, 78732, 78733, 78734, 78735, 78736, 78737, 78738, 78739, 78741, 78742, 78744, 78745, 78746, 78748, 78749, 78750, 78751, 78752, 78753, 78754, 78756, 78757, 78758, 78759

Milam - 76523, 76577, 76518, 76534, 76569

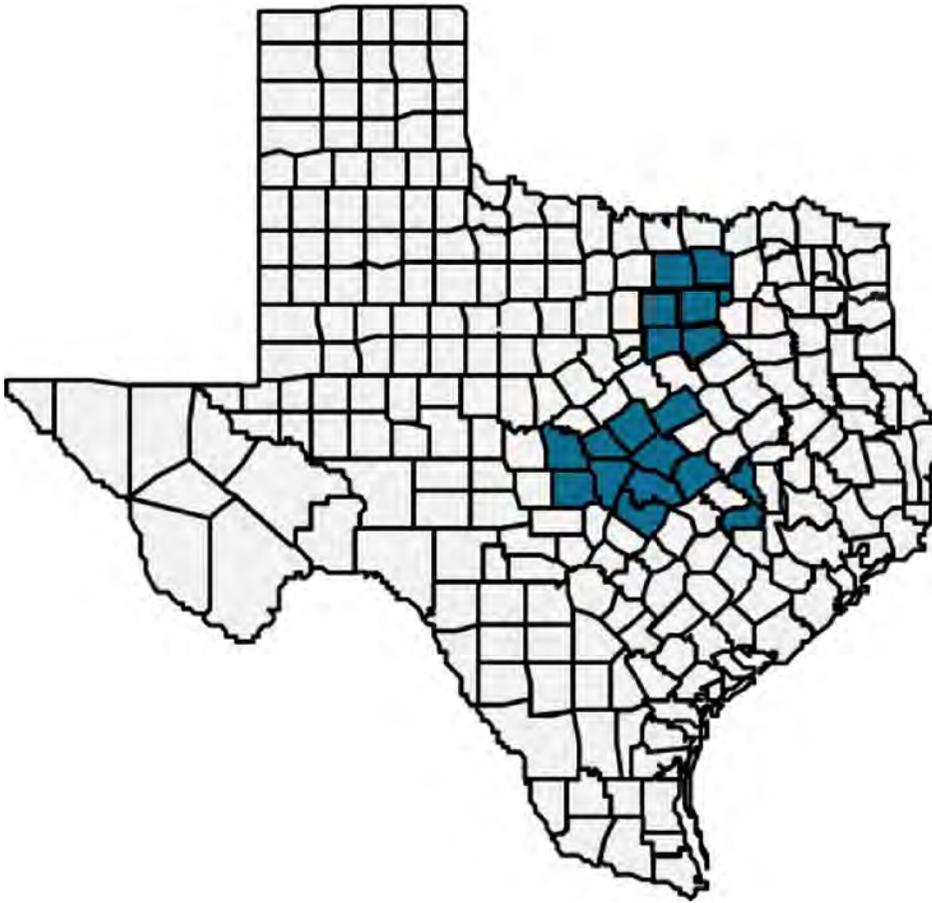
ICSW PPO Service Area



59 Counties

Austin, Bell, Bexar, Blanco, Bosque, Brazos, Burleson, Burnet, Caldwell, Coke, Coleman, Collin, Comal, Concho, Coryell, Crockett, Dallas, Denton, Ellis, El Paso, Erath, Falls, Fayette, Freestone, Grimes, Hamilton, Hays, Hill, Hood, Irion, Johnson, Kimble, Lampasas, Lee, Leon, Limestone, Llano, Madison, Mason, McCulloch, McLennan, Menard, Milam, Mills, Reagan, Robertson, Rockwall, Runnels, San Saba, Schleicher, Somervell, Sterling, Sutton, Tarrant, Tom Green, Travis, Waller, Washington, and Williamson

BSW Preferred PPO Service Area



17 Counties

Bell, Brazos, Burnet, Collin, Coryell, Dallas, Denton, Ellis, Lampasas, Llano, McLennan, Milam, Rockwall, San Saba, Tarrant, Washington, and Williamson

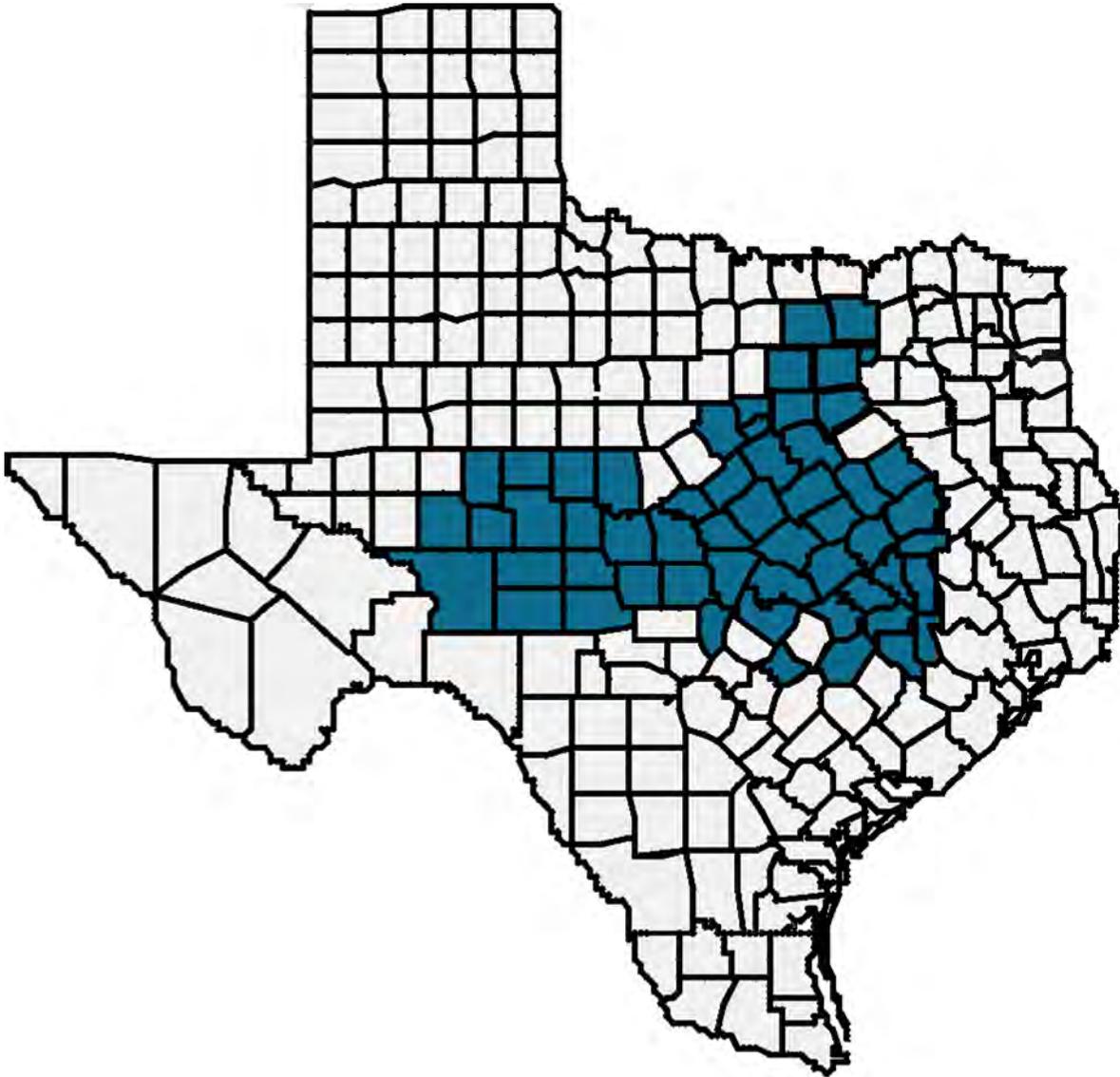
& 2 Partial Counties

(for the following zip codes):

Johnson - 76009, 76028, 76031, 76035, 76036, 76044, 76049, 76050, 76058, 76059, 76063, 76084

Travis - 78613, 78615, 78621, 78634, 78641, 78642, 78645, 78652, 78653, 78654, 78660, 78664, 78669, 78681, 78701, 78702, 78703, 78704, 78705, 78712, 78721, 78722, 78723, 78724, 78725, 78726, 78727, 78728, 78729, 78730, 78731, 78732, 78733, 78734, 78735, 78736, 78737, 78738, 78739, 78741, 78742, 78744, 78745, 78746, 78748, 78749, 78750, 78751, 78752, 78753, 78754, 78756, 78757, 78758, 78759

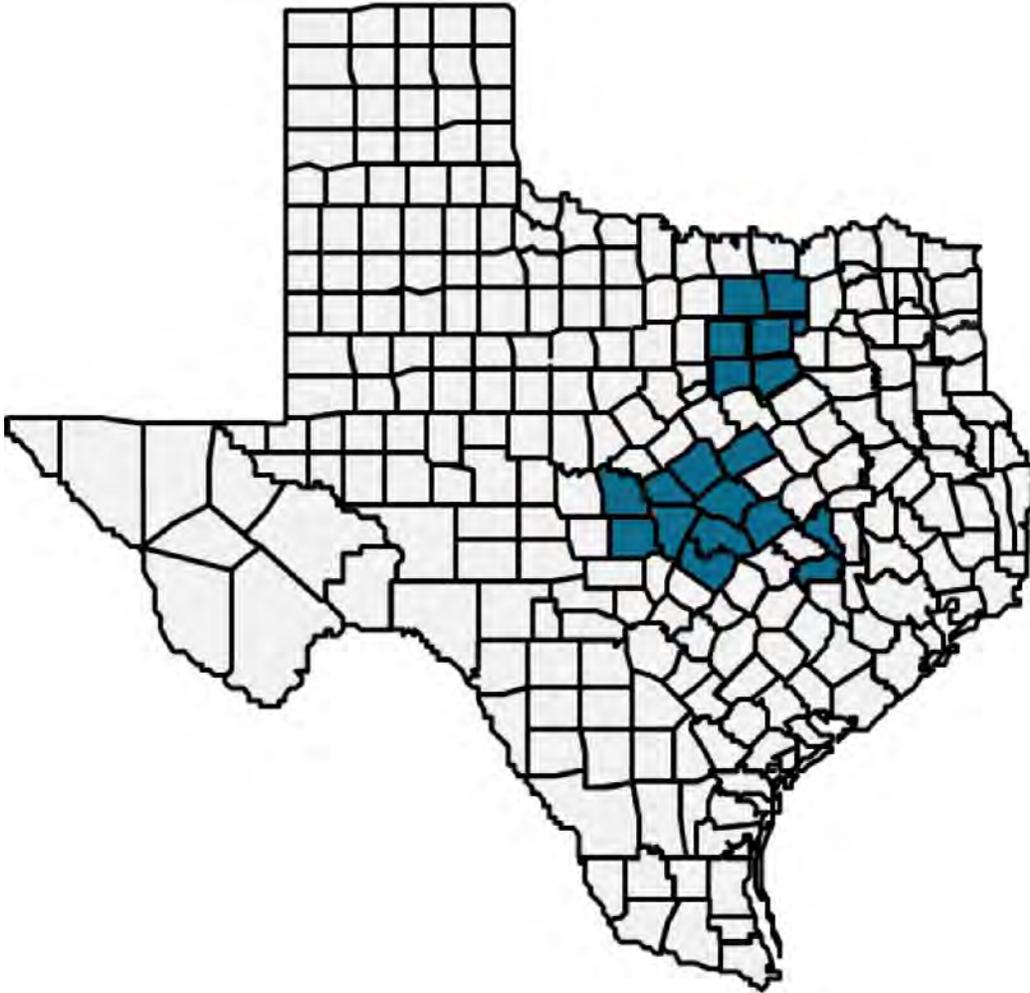
ICSW EPO Service Area



55 Counties:

Austin, Bell, Blanco, Bosque, Brazos, Burleson, Burnet, Caldwell, Coke, Coleman, Collin, Concho, Coryell, Crockett, Dallas, Denton, Ellis, Erath, Falls, Fayette, Freestone, Grimes, Hamilton, Hill, Hood, Irion, Johnson, Kimble, Lampasas, Lee, Leon, Limestone, Llano, Madison, Mason, McCulloch, McLennan, Menard, Milam, Mills, Reagan, Robertson, Rockwall, Runnels, San Saba, Schleicher, Somervell, Sterling, Sutton, Tarrant, Tom Green, Travis, Waller, Washington, and Williamson

BSW Preferred EPO Service Area



17 Counties

Bell, Brazos, Burnet, Collin, Coryell, Dallas, Denton, Ellis, Lampasas, Llano, McLennan, Milam, Rockwall, San Saba, Tarrant, Washington, and Williamson

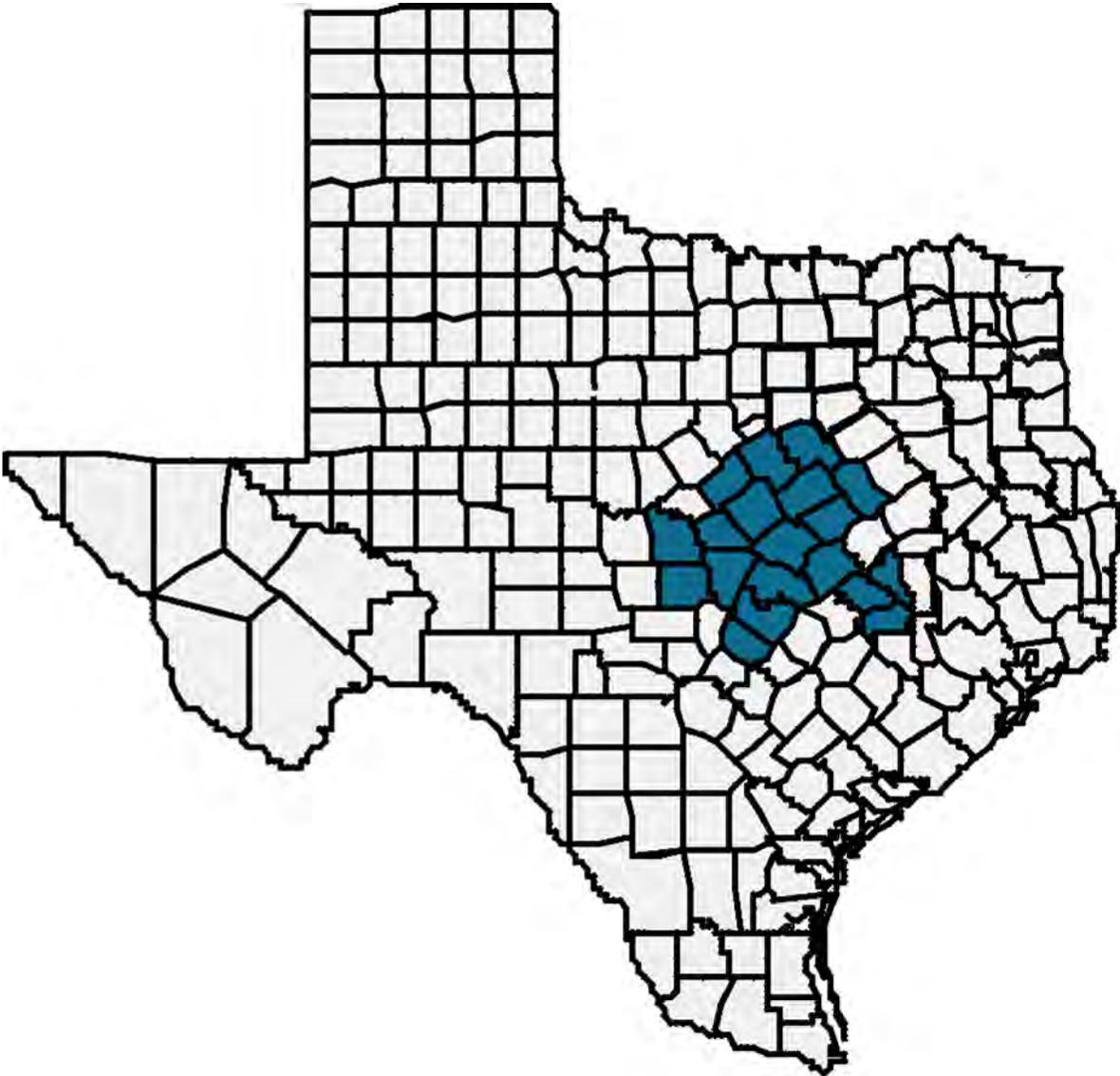
& 2 Partial Counties

(for the following zip codes):

Johnson - 76009, 76028, 76031, 76035, 76036, 76044, 76049, 76050, 76058, 76059, 76063, 76084

Travis - 78613, 78615, 78621, 78634, 78641, 78642, 78645, 78652, 78653, 78654, 78660, 78664, 78669, 78681, 78701, 78702, 78703, 78704, 78705, 78712, 78721, 78722, 78723, 78724, 78725, 78726, 78727, 78728, 78729, 78730, 78731, 78732, 78733, 78734, 78735, 78736, 78737, 78738, 78739, 78741, 78742, 78744, 78745, 78746, 78748, 78749, 78750, 78751, 78752, 78753, 78754, 78756, 78757, 78758, 78759

PPO Choice Service Area



19 Counties:

Bell, Bosque, Brazos, Burleson, Burnet, Coryell, Falls, Hamilton, Hays, Hill, Lampasas, Limestone, Llano, McLennan, Milam, San Saba, Travis, Washington, Williamson

PPO Choice Preferred Service Area



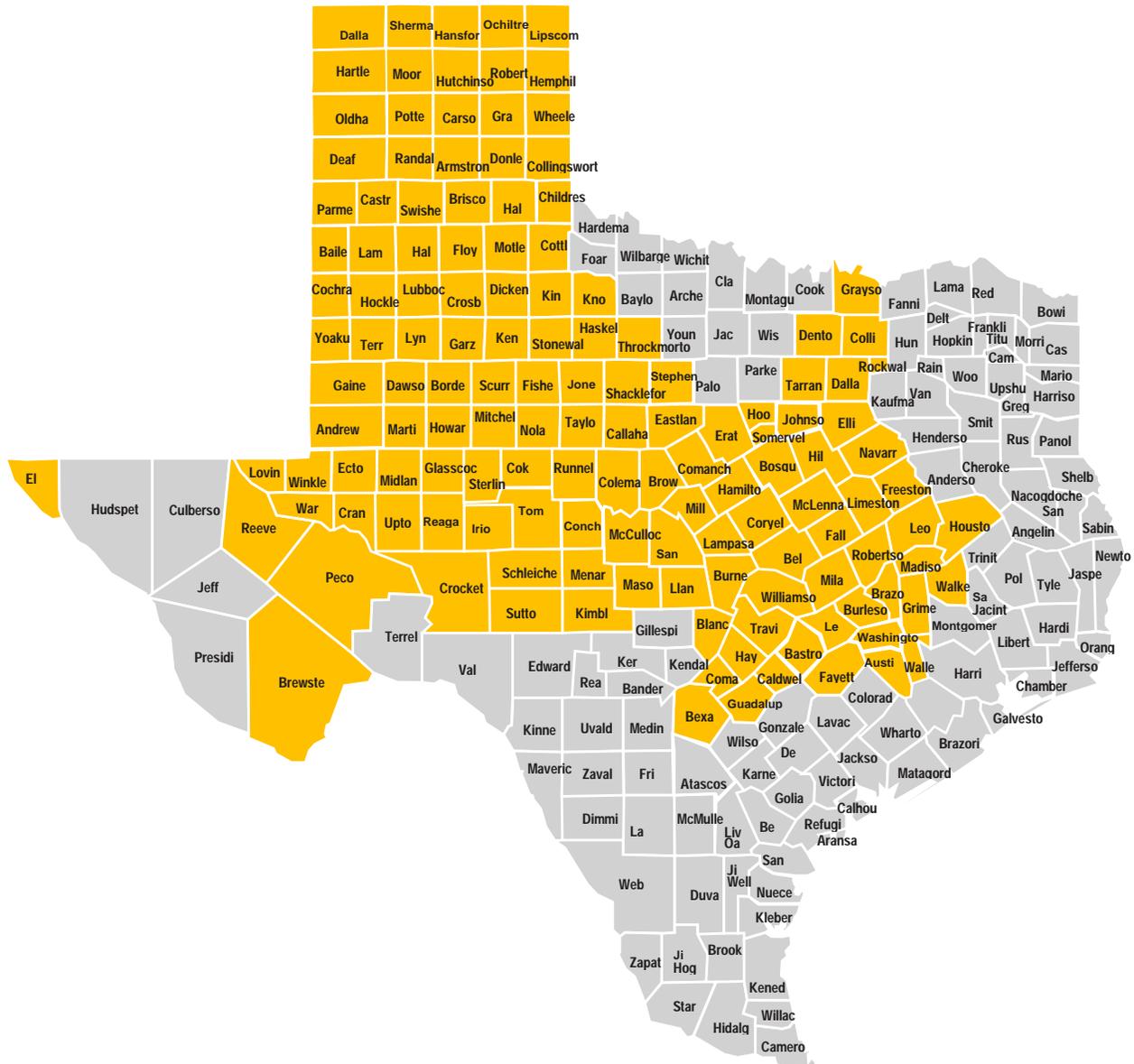
11 Counties:

Bell, Brazos, Burnet, Coryell, Lampasas, Llano, McLennan, Milam, San Saba, Washington, and Williamson

+1 Partial Counties (for the following zip codes):

Travis - 78613, 78615, 78621, 78634, 78641, 78642, 78645, 78652, 78653, 78654, 78660, 78664, 78669, 78681, 78701, 78702, 78703, 78704, 78705, 78712, 78721, 78722, 78723, 78724, 78725, 78726, 78727, 78728, 78729, 78730, 78731, 78732, 78733, 78734, 78735, 78736, 78737, 78738, 78739, 78741, 78742, 78744, 78745, 78746, 78748, 78749, 78750, 78751, 78752, 78753, 78754, 78756, 78757, 78758, 78759

BSW Plus HMO PPO Service Area



146 Counties

Andrews, Armstrong, Austin, Bailey, Bastrop, Bell, Bexar, Blanco, Borden, Bosque, Brazos, Brewster, Briscoe, Brown, Burleson, Burnet, Caldwell, Callahan, Carson, Castro, Childress, Cochran, Coke, Coleman, Collin, Collingsworth, Comal, Comanche, Concho, Coryell, Cottle, Crane, Crockett, Crosby, Dallam, Dallas, Dawson, Deaf Smith, Denton, Dickens, Donley, Eastland, Ector, El Paso, Ellis, Erath, Falls, Fayette, Fisher, Floyd, Freestone, Gaines, Garza, Glasscock, Gray, Grayson, Grimes, Guadalupe, Hale, Hall, Hamilton, Hansford, Hartley, Haskell, Hays, Hemphill, Hill, Hockley, Hood, Houston, Howard, Hutchinson, Irion, Johnson, Jones, Kent, Kimble, King, Knox, Lamb, Lampasas, Lee, Leon, Limestone, Lipscomb, Llano, Loving, Lubbock, Lynn, Madison, Martin, Mason, McCulloch, McLennan, Menard, Midland, Milam, Mills, Mitchell, Moore, Motley, Navarro, Nolan, Ochiltree, Oldham, Parmer, Pecos, Potter, Randall, Reagan, Reeves, Roberts, Robertson, Rockwall, Runnels, San Saba, Schleicher, Scurry, Shackelford, Sherman, Somervell, Stephens, Sterling, Stonewall, Sutton, Swisher, Tarrant, Taylor, Terry, Throckmorton, Tom Green, Travis, Upton, Walker, Waller, Ward, Washington, Wheeler, Williamson, Winkler, and Yoakum.

Scott & White ID Cards

PPO-LARGE

 <p>Group: Group #: Network: BSW PLUS PPO Benefit Effective Date:</p>			<p>20210429T20 Sh: 0 Bin 1 J04B Env [1] CSETS 1 of 1</p>
<p>SUBSCRIBER JOHN SAMPLE</p>	<p>MEMBER ID SMPL0001</p>	<p>IN-NETWORK PLAN BENEFITS Adult PCP/Spec: / Pediatric PCP/Spec: / Emergency Room: Med Deductible: Rx:</p>	<p>FOR PROVIDERS</p> <p>Electronic Claims: Availability: 94999</p> <p>Paper Claims: Scott and White Health Plan ATTN: Claims PO Box 211342 Eagan, MN 55121-1342</p> <p>Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488</p> <p>Provider Portal: svhprovider.firstcare.com</p> <p>Card Issue Date: 04/29/2021</p>
<p>DEPENDENTS JANE SAMPLE JIMMY SAMPLE</p>	<p>PHARMACISTS ONLY  OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWIC</p>	<p>FOR MEMBERS</p> <p>Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.</p> <p>Important Information:</p> <ul style="list-style-type: none"> In a medical emergency, call 911 or go to the nearest emergency facility. Customer Service: 844-633-5325 (TTY: 711) 24/7 Nurse Line: 877-505-7947 Self-Service Portal: MyBSWHealth.com To avoid out-of-network costs and provider balance billing, find a provider at swhp.org <p>CUSTOMER SERVICE: 844-633-5325 • swhp.org</p>	

PPO-SMALL

 <p>Group: Group #: Network: BSW PLUS PPO Benefit Effective Date:</p>			<p>20210429T1C Sh: 0 Bin 1 J047 Env [1] CSETS 1 of 1</p>
<p>SUBSCRIBER JOHN SAMPLE</p>	<p>MEMBER ID SMPL0001</p>	<p>IN-NETWORK PLAN BENEFITS PCP/Spec: / Pediatric PCP/Spec: / Emergency Room: Med Deductible: Rx:</p>	<p>FOR PROVIDERS</p> <p>Electronic Claims: Availability: 94999</p> <p>Paper Claims: Scott and White Health Plan ATTN: Claims PO Box 211342 Eagan, MN 55121-1342</p> <p>Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488</p> <p>Provider Portal: svhprovider.firstcare.com</p> <p>Card Issue Date: 04/29/2021</p>
<p>DEPENDENTS JANE SAMPLE JIMMY SAMPLE</p>	<p>PHARMACISTS ONLY  OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWACA</p>	<p>FOR MEMBERS</p> <p>Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.</p> <p>Important Information:</p> <ul style="list-style-type: none"> In a medical emergency, call 911 or go to the nearest emergency facility. Customer Service: 844-633-5325 (TTY/TDD: 711) 24/7 Nurse Line: 877-505-7947 Self-Service Portal: MyBSWHealth.com To avoid out-of-network costs and provider balance billing, find a provider at swhp.org <p>CUSTOMER SERVICE: 844-633-5325 • swhp.org</p>	

HMO

 <p>Group: Group #: Network: BSW PLUS HMO Benefit Effective Date:</p>			<p>20210429T25 Sh: 0 Bin 1 J043 Env [1] CSETS 1 of 1</p>
<p>SUBSCRIBER JOHN SAMPLE</p>	<p>MEMBER ID SMPL0001</p>	<p>IN-NETWORK PLAN BENEFITS Adult PCP/Spec: / Pediatric PCP/Spec: / Emergency Room: Med Deductible: Rx:</p>	<p>FOR PROVIDERS</p> <p>Electronic Claims: Availability: 94999</p> <p>Paper Claims: Scott and White Health Plan ATTN: Claims PO Box 211342 Eagan, MN 55121-1342</p> <p>Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488</p> <p>Provider Portal: svhprovider.firstcare.com</p> <p>Card Issue Date: 04/29/2021</p>
<p>DEPENDENTS JANE SAMPLE JIMMY SAMPLE</p>	<p>PHARMACISTS ONLY  OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWCP</p>	<p>FOR MEMBERS</p> <p>Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.</p> <p>Important Information:</p> <ul style="list-style-type: none"> In a medical emergency, call 911 or go to the nearest emergency facility. Customer Service: 844-633-5325 (TTY: 711) 24/7 Nurse Line: 877-505-7947 Self-Service Portal: MyBSWHealth.com To avoid out-of-network costs and provider balance billing, find a provider at swhp.org <p>CUSTOMER SERVICE: 844-633-5325 • swhp.org</p>	

POS

 <p>Group: Group #: Network: BSW PLUS HMO Benefit Effective Date:</p>			<p>20210429T23 Sh: 0 Bin 1 J049 Env [1] CSETS 1 of 1</p>
<p>SUBSCRIBER JOHN SAMPLE</p>	<p>MEMBER ID SMPL0001</p>	<p>IN-NETWORK PLAN BENEFITS PCP/Spec: / Pediatric PCP/Spec: / Emergency Room: Med Deductible: Rx:</p>	<p>FOR PROVIDERS</p> <p>Electronic Claims: Availability: 94999</p> <p>Paper Claims: Scott and White Health Plan ATTN: Claims PO Box 211342 Eagan, MN 55121-1342</p> <p>Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488</p> <p>Provider Portal: svhprovider.firstcare.com</p> <p>Card Issue Date: 04/29/2021</p>
<p>DEPENDENTS JANE SAMPLE JIMMY SAMPLE</p>	<p>PHARMACISTS ONLY  OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWACA</p>	<p>FOR MEMBERS</p> <p>Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.</p> <p>Important Information:</p> <ul style="list-style-type: none"> In a medical emergency, call 911 or go to the nearest emergency facility. Customer Service: 844-633-5325 (TTY/TDD: 711) 24/7 Nurse Line: 877-505-7947 Self-Service Portal: MyBSWHealth.com To avoid out-of-network costs and provider balance billing, find a provider at swhp.org <p>CUSTOMER SERVICE: 844-633-5325 • swhp.org</p>	

Group Products: Out Of Area

 <p>Group: Group #: PIHCS Network: PIHCS Benefit Effective Date:</p>		<p>20210505T2D Sh: 0 Bin 1 J02F Env [1] C Sets 1 of 1</p>	<p>FOR PROVIDERS Electronic Claims: Availability: 94999 Paper Claims: Scott and White Health Plan ATTN: Claims PO Box 211342 Eagan, MN 55121-1342 Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488 Provider Portal: swhpprovider.firstcare.com Card Issue Date: 05/05/2021</p>	<p>FOR MEMBERS Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Important Information: • In a medical emergency, call 911 or go to the nearest emergency facility. • Customer Service: 844-633-5325 (TTY/TDD: 711) • 24/7 Nurse Line: 877-505-7947 • Self-Service Portal: MyBSWHealth.com • To avoid out-of-network costs and provider balance billing, find a provider at swhp.org PHCS MultiPlan</p>	<p>100010089558081X 000108556081X</p>
<p>SUBSCRIBER JOHN SAMPLE</p> <p>DEPENDENTS JANE SAMPLE JIMMY SAMPLE</p>	<p>MEMBER ID SMPL0001</p>	<p>IN-NETWORK PLAN BENEFITS PCP/Spec: / Pediatric PCP/Spec: / Emergency Room: Med Deductible: Rx:</p> <p>PHARMACISTS ONLY OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWACA</p>	<p>CUSTOMER SERVICE: 844-633-5325 • swhp.org</p>		

Large group with Cigna

 <p>Group: Group #: BSW EXTENDED PPO Network: Cigna Cigna PPO Benefit Effective Date:</p>		<p>20210429T24 Sh: 0 Bin 1 J043 Env [1] C Sets 1 of 1</p>	<p>FOR PROVIDERS Electronic Claims: Availability: 94999 Medical Paper Claims: Scott and White Health Plan ATTN: Claims PO Box 211342 Eagan, MN 55121-1342 Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488 Provider Portal: swhpprovider.firstcare.com Benefits are not insured by Cigna or affiliates</p>	<p>FOR MEMBERS Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Important Information: • In a medical emergency, call 911 or go to the nearest emergency facility. • Customer Service: 844-633-5325 (TTY: 711) • 24/7 Nurse Line: 877-505-7947 • Self-Service Portal: MyBSWHealth.com • Find a Provider: swhp.org/find-provider • Pharmacy Help Desk: 800-325-1404 FOR PHARMACISTS (Claims Filing): Connecticut General Life Insurance Company Pharmacy Service Center P.O. Box 188053 Chattanooga, TN 37422-8053 Card Issue Date: 04/29/2021</p>	<p>AWAY FROM HOME CARE</p>
<p>SUBSCRIBER JOHN SAMPLE</p> <p>DEPENDENTS JANE SAMPLE JIMMY SAMPLE</p>	<p>MEMBER ID SMPL0001</p>	<p>IN-NETWORK PLAN BENEFITS* Adult PCP/Spec: / Pediatric PCP/Spec: / Emergency Room: Med Deductible: Rx:</p> <p>PHARMACISTS ONLY BIN: 017010 PCN: 0519PAYR GRP: 0776717</p>	<p>CUSTOMER SERVICE: 844-633-5325 • swhp.org</p>		

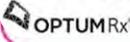
Large group with Employer Logo

 <p>Group: Group #: BSW PLUS HMO Network: BSW PLUS HMO Benefit Effective Date:</p>		<p>20210429T1E Sh: 0 Bin 1 J050 Env [1] C Sets 1 of 1</p>	<p>FOR PROVIDERS Electronic Claims: Availability: 94999 Paper Claims: Scott and White Health Plan ATTN: Claims PO Box 211342 Eagan, MN 55121-1342 Prior Authorization: Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488 Provider Portal: swhpprovider.firstcare.com Card Issue Date: 04/29/2021</p>	<p>FOR MEMBERS Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Important Information: • In a medical emergency, call 911 or go to the nearest emergency facility. • Customer Service: 844-633-5325 (TTY: 711) • Telehealth options: 1. Call MDLIVE: 800-718-5082 2. Download the MyBSWHealth App • 24/7 Nurse Line: 877-505-7947 • Self-Service Portal: MyBSWHealth.com • To avoid out-of-network costs and provider balance billing, find a provider at trs.swhp.org</p>	<p>100010089558081X</p>
<p>SUBSCRIBER JOHN SAMPLE</p> <p>DEPENDENTS JANE SAMPLE JIMMY SAMPLE</p>	<p>MEMBER ID SMPL0001</p>	<p>IN-NETWORK PLAN BENEFITS Adult PCP/Spec: / Pediatric PCP/Spec: / Emergency Room: * Deductible: Rx: * *Deductible may apply.</p> <p>PHARMACISTS ONLY OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWCP</p>	<p>CUSTOMER SERVICE: 844-633-5325 • trs.swhp.org</p>		

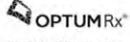
Baylor Scott and White Employee Plan

 <p>BSWH Employee Medical Plan</p> 		<p>20210429T1E Sh: 0 Bin 1 J050 Env [1] C Sets 1 of 1</p>	<p>Please contact Scott & White Health Plan Health Services Department toll free at 866-384-3488 for pre-authorization requests (including Behavioral Health and Second Opinions). If you require inpatient admission following an emergency, please notify SWHP within 48 hours of emergency services. NOTICE: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Find a provider at bswh.swhp.org Members call: 844-843-3229 Patent Advisory Nurse: 800-724-7037 Pharmacy Help Desk: 800-728-7947 BSWQA HealthAccess: 844-279-7589 Notice To Providers Verify benefits and eligibility at portal.swhp.org/providerportal or 844-769-3994 Please send claims and related correspondence to: Scott & White Health Plan Availability Payer ID 88030 Attn: Claims PO Box 21800, Eagan, MN 55121-0800</p>	
<p>JOHN DOE SWHP Group No.: RX BIN: 610011 RX PCN: IRX RX Group: SWPASO RX Generic \$3* / \$10** RX Preferred: \$35* / \$50*</p> <p>Member No. Member Name 1234567890 JOHN DOE 1234567891 JAMIE DOE 1234567892 JACKSON DOE</p>	<p>EQA In Network Primary: Specialist: Urgent: *Emergency: \$250 waived if admitted</p>	<p>OPTUMRx®</p> 	<p>CUSTOMER SERVICE: 844-633-5325 • trs.swhp.org</p>	

Baylor Scott and White Employee Plan

 <p>BSWH Employee Medical Plan</p>  <p>JOHN DOE SWHP Group No.: 610011 RX BIN: 610011 RX PCN: IRX RX Group: SWPASO RX Generic:U \$3* / \$5** RX Preferred: \$25* / \$50**E</p> <p>SEQA In Network Primary: Specialist: rgent: mergency: \$250 waived if admitted</p> <p><i>Member No. Member Name</i> 12345678900 JOHN DOE 12345678901 JAMIE DOE 12345678902 JACKSON DOE</p> <p><small>*BSWH pharmacies ** Other contracted pharmacies</small></p>	<p>Please contact Scott & White Health Plan Health Services Department toll free at 866-384-3488 for pre-authorization requests (including Behavioral Health and Second Opinions). If you require inpatient admission following an emergency, please notify SWHP within 48 hours of emergency services.</p> <p>NOTICE: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.</p> <p>Find a provider at bswh.swhp.org Members call: 844-843-3229</p> <p>Patient Advisory Nurse: 800-724-7037 Pharmacy Help Desk: 800-728-7947 BSWQA HealthAccess: 844-279-7589</p> <p>Notice To Providers Verify benefits and eligibility at portal.swhp.org/providerportal or 844-769-3994</p> <p>Please send claims and related correspondence to: Scott & White Health Plan Availity Payer ID 88030 Attn: Claims PO Box 21800, Eagan, MN 55121-0800</p>  
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Baylor Scott and White Employee Plan

 <p>BSWH Employee Medical Plan</p>  <p>Network Cigna PPO</p> <p>JOHN DOE SWHP Group No.: 610011 RX BIN: 610011 RX PCN: IRX RX Group: SWPASO RX Generic: \$3* / \$10** RX Preferred: \$35* / \$50**</p> <p>PPO TIER 1 / TIER 2: Primary: \$35 / \$70 Specialist: \$60 / \$100 Urgent: \$75 / \$100 Emergency: \$250 waived if admitted</p> <p><i>Member No. Member Name</i> 12345678900 JOHN DOE 12345678901 JAMIE DOE 12345678902 JACKSON DOE</p> <p><small>*S** Other contracted pharmacies CIGNA Group No. 0198636</small></p>	<p>Please contact Scott & White Health Plan Health Services Department toll free at 866-384-3488 for pre-authorization requests (including Behavioral Health and Second Opinions). If you require inpatient admission following an emergency, please notify SWHP within 48 hours of emergency services.</p> <p>NOTICE: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.</p> <p>Find a provider at bswh.swhp.org Members call: 844-843-3229</p> <p>Patient Advisory Nurse: 800-724-7037 Pharmacy Help Desk: 800-728-7947 BSWQA HealthAccess: 844-279-7589</p> <p>Notice To Providers Verify benefits and eligibility at portal.swhp.org/providerportal or 844-769-3994</p> <p>Please send claims and related correspondence to: Scott & White Health Plan Availity Payer ID 88030 Attn: Claims PO Box 21800, Eagan, MN 55121-0800 Benefits are not insured by Cigna or affiliates</p>  <p><small>AWAY FROM HOME CARE</small></p>
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Medicare Advantage HMO

 <p>BSW SENIORCARE ADVANTAGE HMO</p> <p>JOHN DOE Member No.: 12345678900 Health Plan: (80840) 7588667718 RX BIN: RX PCN: RX Group:</p> <p>HMO Group No.: PCP/Spec: / ER/Urgent: /</p> <p><small>Please have this card available at all times. This card is for identification purposes only and does not guarantee membership or coverage.</small></p>  <p><small>CMS H8142_</small></p>	<p>MEMBERS - Call 866-334-3141 for services requiring prior authorization. Emergency and urgently needed services are covered outside the plan service area (but not outside of the U.S.). If you require inpatient admission following an emergency, please notify SWHP within 48 hours of emergency services.</p> <p>Customer Service: 866-334-3141 (TTY: 711) Self-Service: portal.swhp.org OptumRx Help Desk: 844-230-9357 24-Hour Nurse Advice: 877-505-7947 Virtual Care: MyBSWHealth.com or MyBSWHealth app</p> <p>PROVIDERS - For benefits and eligibility, visit https://portal.swhp.org/providerportal. For assistance, call 800-655-7947.</p> <p>Please send medical claims and related correspondence to: SCOTT AND WHITE HEALTH PLAN - Attn: CLAIMS PO Box 21800 Eagan, MN 55121-0800</p>
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Medicare Advantage HMO

 <p>BSW SENIORCARE ADVANTAGE HMO</p> <p>JOHN DOE Member No.: 12345678900 Health Plan: (80840) 7588667718 RX BIN: RX PCN: RX Group: RX Copay:</p> <p>PPO Group No.: PCP/Spec: / ER/Urgent: /</p> <p><small>Please have this card available at all times. This card is for identification purposes only and does not guarantee membership or coverage.</small></p>  <p><small>CMS H2032_</small></p>	<p>MEMBERS - Call 866-334-3141 for services requiring prior authorization. Emergency and urgently needed services are covered outside the plan service area (but not outside of the U.S.). If you require inpatient admission following an emergency, please notify SWHP within 48 hours of emergency services. Medicare limiting charges apply.</p> <p>Customer Service: 866-334-3141 (TTY: 711) Self-Service: portal.swhp.org OptumRx Help Desk: 844-230-9357 24-Hour Nurse Advice: 877-505-7947 Virtual Care: MyBSWHealth.com or MyBSWHealth app</p> <p>PROVIDERS - For benefits and eligibility, visit https://portal.swhp.org/providerportal. For assistance, call 800-655-7947.</p> <p>Please send medical claims and related correspondence to: SCOTT AND WHITE HEALTH PLAN - Attn: CLAIMS PO Box 21800 Eagan, MN 55121-0800</p> 
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Using the Provider Manual

Welcome to the Scott and White Health Plan network. This manual is designed to provide information to you when treating a Scott and White Health Plan member. It contains valuable information including administrative processes and procedures, medical management procedures and programs, and quality improvement programs. We review this manual periodically and make changes as needed. The most recent information is available on our website at: <http://swhp.org/en-us/>.

New services may be added at any time.

For STAR (RightCare), providers may use the RightCare Provider Manual online at:

<http://rightcare.swhp.org/Portals/5/pdf/RCSWHP%2021233%20Provider%20Manual%20rev%20072417%20FINAL.pdf?ver=2017-09-18-153232-760f>

If you have any questions or need additional information about Scott and White Health Plan, please call our Customer Advocacy Department @ 1-800-321-7947 or 254-298-3000.

Member Confidentiality

Scott & White Health Plan follows the government regulations enacted by HIPAA that protect member confidentiality.

A HI PAA summary is available at <http://www.hhs.gov/sites/default/files/privacysummary.pdf>.

Provider & Member Rights and Responsibilities

Scott & White Health Plan (SWHP) contracted providers are responsible for providing and managing health care services for SWHP members until services are no longer medically necessary.

Member Rights

- You have the right to be provided with information regarding member's rights and responsibilities.
- You have the right to be provided with information about SWHP, its services and practitioners providing member's care.
- You have the right to be treated with respect; member's provider and others caring for member will recognize his/her dignity and respect the need for privacy as much as possible.
- You have the right to participate in decision-making regarding member's health care.
- You have the right to have candid discussion of appropriate or medically necessary treatment options for member's conditions, regardless of cost or benefit coverage.
- You have the right to voice complaints, appeals, or grievances about the member's coverage through SWHP or care provided by SWHP providers in accordance with member's Health Care Agreement.
- You have the right to make recommendations regarding Scott and White Health Plan's members' rights and responsibilities policies.
- You have the right to have an advance directive Such as Living Will or Durable Power of Attorney for Health Care Directive, which expresses member's choice about future care of names someone to decide if member cannot speak for himself/herself.
- You have the right to expect that medical information is kept confidential in accordance with member's Health Care Agreement.
- You have the right to select a Primary Care Physician (PCP) to coordinate your health care. It is not a requirement to select a PCP.

Member Responsibilities

- It is your responsibility to notify SWHP regarding any out-of-plan care.
- It is your responsibility to follow SWHP instructions and rules and abide by the terms of your healthcare agreement.
- It is your responsibility to provide information (to the extent possible) to the organization and its practitioners and providers need in order to provide care.
- It is your responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- It is your responsibility to follow plans and instructions, to the best of your ability, for care you have agreed on with your practitioner(s) and provider(s).
- It is your responsibility to give SWHP providers a copy of an advance directive, if one exists.
- It is your responsibility to advise SWHP or SWHP providers of any dissatisfaction you may have regarding your care while a patient, and to allow the opportunity for intervention to alter the outcome whenever possible.

Providers have the right to:

- Be treated courteously and respectfully by SWHP staff at all times.
- Request information about SWHP's utilization management, case management, and disease guidance programs, services, and staff qualifications and contractual relationships.
- Upon request, be provided with copies of evidence-based clinical practice guidelines and clinical decision support tools used by SWHP.
- Be supported by SWHP to make decisions interactively with members regarding their health care.
- Consult with SWHP Medical Directors at any point in a member's participation in utilization management, case management, or disease guidance programs.
- Provide input into the development of SWHP's Case Management and Disease Guidance Programs.
- File a complaint on own behalf of a SWHP member, without fear of retaliation, and to have those complaints resolved.
- Receive a written decision regarding an application to participate with SWHP within 90 days of providing the complete application.
- Communicate openly with patients about all diagnostic testing and treatment options.
- The right to appeal claims payment issues.
- The right to 90 days prior written notice of termination of the contract.
- The right to request a written reason for the termination, if one is not provided with the notice of termination.

Provider Responsibilities

Primary Care Physicians (PCPs):

- Provide primary health care services not requiring specialized care. (i.e., routine preventive health screening and physical examinations, routine immunizations, routine office visits for illnesses or injuries, and medical management of chronic conditions not requiring a specialist)
- Obtain all required pre-authorizations as outlined in the Provider Manual.
- Refer SWHP members to SWHP contracted (in-network) specialists, facilities, and ancillary providers when necessary.
- Assure SWHP members understand the scope of specialty and/or ancillary services that have been authorized and how or where the member should access the care.
- Communicate a SWHP member's medical condition, treatment plans, and approved authorizations for services to appropriate specialists and other providers.

- Keep panel open to SWHP members until it contains at least 100 SWHP members on average per individual PCP.
- Will give SWHP at least 7 days advance written notice of intent to close panel and may not close panel to SWHP unless closing panel to all payors.

Specialists:

- Deliver all authorized medical health care services related to the SWHP member's medical condition as it pertains to specialty.
- Deliver all medical health care services available to SWHP members through self-referral benefits.
- Determine when the SWHP member may require the services of other specialists or ancillary providers for further diagnosis or specialized treatment, as well as, if the member requires admission to a hospital, rehabilitation facility, skilled nursing facility, or etc.
- Provide verbal or written consult reports to the SWHP member's PCP for review and inclusion in the member's primary care medical record.

All Providers:

- Follow SWHP's administrative policies and procedures and clinical guidelines when providing or managing health care services within the scope of a SWHP member's benefit plan.
- Uphold all applicable responsibilities outlined in the SWHP Member Rights & Responsibilities Statement.
- Maintain open communications with SWHP members to discuss treatment needs and recommended alternatives, regardless of benefit limitations or SWHP administrative policies and procedures.
- Provide timely transfer of SWHP member medical records if a member selects a new primary care practitioner, or if the practitioner's participation with SWHP terminates.
- Participate in SWHP Quality Improvement Programs, which are designed to identify opportunities for improving health care provided to SWHP members and the related outcomes.
- Comply with all utilization management decisions rendered by SWHP.
- Respond to SWHP Provider Satisfaction Surveys.
- Provide SWHP with any SWHP member's written complaints or grievances against provider or practice immediately (within 24 hours). The process for resolving complaints should be posted in the provider's office or facility and should include the Texas Department of Insurance's toll-free number. **Consumer Help Line at 1800-252-3439 between 8 a.m. and 5 p.m., Central time, Monday-Friday.**

Changes in Address or Practice Status

Providers are required to notify us of a change in address or practice status within 10 days of the effective date of the change. Practice status is defined as a change in office hours, panel status, etc. The inclusion of a new address on a recredentialing application is NOT an acceptable form of notification. A notice of termination must adhere to the advance notice timelines stated in the provider's agreement. Please submit changes to via the SWHP website (SWHP.org).

- Within 10 calendar days of occurrence, providers must report changes in address (physical location or accounting), telephone number, fax number, name, federal tax ID, and any other information that pertains to the structure of the provider's organization (for example, performing providers). Changes in address, office telephone or fax number, and email address should be updated online using the swhp.org website. Alternately, providers may update their address information using the Provider Information Change Form. A W9 is required if the provider is changing the mailing address. These forms should be faxed to (254) 298-3044.
- Change of ownership and tax identification number (TIN).
- Adverse actions impacting practitioner's ability to provide services.
- Termination from or opt out of participation in Medicare or Medicaid.

** All changes reported should include an effective date.*

Physician/Physician Group

Scott and White Health Plan (SWHP) implements a rigorous credentialing and re-credentialing process to evaluate and select the practitioners who assume responsibility for managing the healthcare of its members, consistent with state and federal requirements and guidelines specified by the National Committee for Quality Assurance (NCQA).

Each practitioner is credentialed separately. As required the Texas Department of Insurance (TDI), SWHP uses the Texas Standardized Credentialing Application for credentialing and re-credentialing of all practitioners. Re-credentialing is required at least every three years.

Professional Practitioners

The scope of Providers to be credentialed and re-credentialed includes but is not limited to licensed physicians, podiatrists, psychiatrists, psychologists, mental health professionals, optometrists, master social workers, audiologists and professional counselors (licensed professional counselors, licensed clinical social workers, licensed chemical dependency counselors, licensed marriage and family therapists). Medicaid physician assistants and nurse practitioners who will be practicing as Primary Care Providers will be credentialed. Practitioners and providers that are not required to be credentialed or re-credentialed include:

- Health care professionals who are permitted to provide services only under the direct supervision of another practitioner
- Hospital-based health care professionals who provide services to members only incident to hospital services, unless those health care professionals are separately identified in Provider directories available to members
- Students, Residents, and Fellows

Availity / Aperture Credentialing

Aperture Credentialing, LLC is SWHP's Credentialing Verification Organization (CVO) and will perform primary source verification functions on behalf of SWHP through the Texas Association of Health Plans and the joint standard credentialing initiative with HHSC for credentialing and re-credentialing. After contracting is initiated, SWHP will notify Aperture to begin the credentialing process with the practitioner or institutional Provider. Aperture will then contact the Provider for a completed application with current attestations and will perform primary source verifications. SWHP utilizes the Availity web-based solution to capture provider data. Aperture will then pull the information from Availity to perform primary source verifications.

Once the verifications have been completed, the Providers' completed application packet and primary source verification documentation are released back to SWHP to complete the credentialing process. SWHP will incorporate the information into our systems and submit it to the Credentialing Committee for final consideration and approval before acceptance into the network.

Providers that do not meet the minimum acceptable standards are denied participation in our Network. If we decline to include individual or groups of providers in our Network, we inform the affected providers by written notice. The written correspondence will document the reason(s) as to why the Provider did not meet our credentialing requirements.

Hospital Privileges

Providers must have hospital privileges at a SWHP contracted facility. If the provider does not have privileges, a letter must be signed by the practitioner stating that he/she will send SWHP members to a contracted facility and is aware this may mean transferring the care to another provider who is contracted with SWHP. If the provider is a specialist, a letter of agreement must be provided from the physician/group who will admit the member to a SWHP facility when needed.

Full Residency Requirement

Physicians who graduated from medical school after 1970 must have completed a full internship and residency. An exception would be DO physicians who graduated from medical school prior to 1985. They must have completed a one-year internship and be board certified by the American Osteopathic Association (AOA). DO physicians who graduated from medical school after 1985 must have completed a full internship and residency.

Board Certification

Scott & White Health Plan (SWHP) requires physicians to have current American Board of Medical Specialties (ABMS) board certification or American Osteopathic Association (AOA) certification (or be in the active process of obtaining such) in the specialty physicians are practicing in.

If a physician is NOT board certified or let their certification lapse, SWHP requires that each year the physician obtain at least 50 AMA Physician Recognition Award (PRA) or equivalent CME credits, of which 25 are Category I. Twenty-five of those 50 credits (either Category I, II or combination) must be in the field in which the physician is practicing medicine. Failure to complete the 50 CME credits per year will result in failure to be an eligible practitioner within SWHP's network.

Medicaid Providers

To be reimbursed for services rendered to Medicaid managed care members, providers must be enrolled in Texas Medicaid. Providers are not considered participating with Medicaid for SWHP until they have enrolled in Texas Medicaid and have provided SWHP with their TPI number.

Institutional Providers

SWHP confirms before contracting and then every three years thereafter that the institutional providers meet NCQA, TDI, CMS, HHSC and SWHP standards. Institutional providers credentialed by SWHP include, but not limited to hospitals, skilled nursing facilities, home health agencies, rehabilitation facilities, dialysis centers, free-standing surgical centers, diagnostic imaging centers, cancer centers, inpatient behavioral health facilities, residential behavioral health facilities, ambulatory behavioral health facilities, rural health clinics, and federal qualified health centers.

Prior to contracting with an institutional provider, SWHP requires the following:

- A copy of state licensure, if one is required by the State of Texas
- Documentation of an appropriate Medicare certification as required by state or federal regulations. A copy of the Medicare certificate or provision of the Medicare number will be acceptable proof of participation certification. New facilities awaiting a Medicare number can be considered for participation if they have received accreditation.

- Provide a current copy of their malpractice liability coverage face sheet showing expiration and coverage amounts.
- Evidence of applicable state or federal requirements, e.g. Bureau of Radiation Control certification for diagnostic imaging centers, Texas Mental Health and Mental Retardation certification for community mental health centers and CLIA (Clinical Laboratory Improvement Amendments of 1998) certification for laboratories.
- The most recent accreditation certificate, if applicable to the institution. SWHP accepts certifications from recognized accrediting bodies that assure an independent measure of the quality of services.
- If the institution is not accredited, SWHP requests a copy of the most recent state or Medicare site survey results. If a national accrediting body does not accredit the institution and if the institution has not had a recent State or Medicare site visit within the past 3 years, SWHP will delay credentialing of the institution pending Medicare site visit or SWHP will conduct an on-site evaluation. SWHP reviews state or Medicare site surveys for the deficiencies found by the accrediting body or Medicare.

SWHP utilizes the Availity web-based solutions to collect the credentialing application developed in conjunction with the Texas Association of Health Plans. Aperture Credentialing then pulls the information from Availity and verifies the information prior to sending to SWHP for Credentialing Committee approval/denial.

SWHP re-credentials institutional providers at least once every three (3) years utilizing the same process as initial credentialing.

Expedited Credentialing

If a provider qualifies for expedited credentialing under Texas Insurance Code 1452, Subchapters C, D and E, regarding providers joining established medical groups or professional practices already contracted with us, our claims system will be able to process claims from the provider as if the provider was fully contracted, no later than 30 days after receipt of a clean and complete application, even if SWHP has not yet completed the full credentialing process.

SWHP will provide expedited credentialing for certain provider types and allow services to members on a provisional basis as required by Texas Government Code §533.0064 and our state contract with HHSC. Provider types included are physicians, licensed clinical social workers, licensed professional counselors, licensed marriage and family therapists, and psychologists. The provider must meet the following criteria:

- Be a member of a provider group already contracted with SWHP
- If Medicaid, have a TPI#
- Agree to comply with the terms of the existing provider group contract
- Submit all documentation and other information required by us to begin the credentialing process

Mid-level Providers

Mid-level providers must have a supervising physician in a similar specialty, who is a participating provider in the SWHP network.

Credentialing Decisions

All credentialing decisions are made by the Credentialing Committee and all proceedings are confidential and privileged. Information obtained, or documentation created by SWHP credentialing staff for credentialing and re-credentialing is treated in a confidential manner. Providers or groups are not denied participation with SWHP or have any such contract terminated based on sex, race, creed, color, national origin, age, or disability. The selection and retention criteria do not

discriminate against physicians or providers who serve high-risk populations or who specialize in the treatment of costly conditions.

Providers are notified within 60 calendar days of their status in the network according to the determination made by the committee. If initial provider participation is denied, the provider is notified in writing of the reason for the denial. If an existing providers participation is altered based on quality of care or service, the provider is notified in writing of the reason for the denial and is given an opportunity to appeal the decision of the Credentialing Committee through a review panel.

Rights of Applicants to the Scott & White Health Plan

- Right to Inquire About Credentialing Status
 - Each applicant to the Scott & White Health Plan retains the right to at any time inquire about their credentialing status. The practitioner at any time may contact the Provider Relations Department to obtain the current status.
- Right to Review
 - Practitioners will have the right to review the information submitted in support of their credentialing applications. However, SWHP respects the right of the Peer Review aspects that are integral in the credentialing process. Therefore, practitioners will not be allowed to review references or recommendations or any other information that is peer review protected. If through the review process, a practitioner discovers an error in the credentialing file, the practitioner does have the right to request a correction of the information in question.
- Right to Notification
 - Practitioners will be notified of any information obtained during the credentialing process that varies substantially from the information provided by the practitioner.
- Right to Correct Erroneous Information
 - Practitioners will have the right to correct erroneous information. The practitioner will be afforded fifteen (15) working days to provide corrected information in a written format to the QI Coordinator and/or Credentialing Delegate.

A provider has the right to inquire about the status of an application by the following methods:

-Phone: (254) 298-3064

-Email: SWHPPROVIDERRELATIONSDEPARTMENT@BSWHealth.org

On-Going Monitoring

SWHP monitors network providers to encourage the provision of safe, quality care to SWHP members between provider credentialing cycles. Monthly, SWHP reviews the Office of Inspector General's (OIG) List of Excluded Individuals/Entities (LEIE), the Office of Personnel Management (OPM), SAM, the state licensing board of each provider, as well as member and provider complaints, and adverse events.

Advance Directives

Scott & White Health Plan Policy on Advance Directives and Acceptance or Refusal of Treatment

It is the policy of Scott and White Health Plan to comply with the applicable state and federal law regarding advance directives and medical powers of attorney. It is also the policy of the Health plan to require its providers to comply with Texas law regarding informed consent and the patient's right to accept or refuse medical or surgical treatment.

Because of these requirements and in order to honor the wishes of the member or member's legal representative regarding treatment and the withdrawal of withholding of life-sustaining procedures, it is the policy of the Health Plan to provide written information to all adult members, regarding: (1) their right to accept or refuse treatment; (2) their right to formulate advance directives; and (3) the written policies of the Health Plan respecting the implementation of such rights.

It is the policy of the Health Plan to require appropriate contracted providers to document in each adult member's medical records whether the member has executed an advance directive. It is the policy of the Health Plan to require appropriate contracted providers to treat all members equally in the provision of care without regard as to whether the member has executed an advance directive. It is the policy of the Health Plan to provide educational opportunities to its staff and the community on issues concerning advance directives. It is the policy of the Health Plan to require appropriate contracted providers to comply with the Patient Self Determination Act, Omnibus Budget Reconciliation Act of 1990, P.L. 101-508, sec. 4206 and 4751, 104 stat. 1388, 1388-115, and 1388.204 (classified respectively at 42 U.S.C. 1395cc(f) and 1396(a) (1994)) and the Advance Directives Act, Texas Health and Safety Code §§ 166.01 et seq. The above policy statements shall not be interpreted to supersede or obviate the provisions contained in the members' evidence of coverage, including the Schedule of Benefits.

Advertising

Contracted Practitioner and Contracted Organizational Provider Advertising or Promotion

- I. A contracted practitioner or contracted organizational provider will not use the name of Scott and White and/or Scott and White Health Plan (SWHP) in advertising or promotion without prior approval. In accordance with rules and regulations governing health maintenance organizations, a practitioner or organizational provider may not solicit membership or services from potential SWHP members. Practitioners and organizational providers are informed of policy and procedure through individual contracts, provider manuals, and provider newsletters.
- II. The purpose is to ensure that dissemination of information is reasonable, accurate, consistent, and a
- III. Advertising or promotion using variations of Scott and White's and/or Scott and White Health Plan's name, logo, or information by any type of provider will be considered on an individual basis and must be prior approved by Provider Relations Division. Proposed advertising or promotion will be considered from those practitioners or organizational providers who formally contract with Scott and White Clinic or Scott and White Health Plan. Submission from a practitioner or organizational provider who are affiliated through a letter of agreement or verbal agreement will not be considered. A written copy or facsimile of the proposed advertising or promotion must be submitted to Provider Relations Office. Information submitted will be reviewed for accuracy, consistency of information, and type size. In general, acceptable wording includes: "Approved Provider for Scott and White Health Plan." In general, acceptable size is 0.125 inches in height, 2.0 inches in length. Variances from the general acceptable are reviewed with SWHP Medical Director, President, and/or Executive Director as appropriate to determine how information fits with overall organizational needs. Written confirmation of acceptance, rejection, or recommendations for change is sent to practitioner or organizational provider by Provider Relations Division.

Complaints and Appeals Policies

SWHP recognizes that a member, physician, provider, or other person designated to act on behalf of a member may encounter an event in which performance does not meet expectations. It is important that such an event be brought to the attention of SWHP. SWHP is dedicated to addressing problems quickly, managing the delivery of Health Care Services effectively, and preventing future complaints or appeals. The Medical Director has overall responsibility for the coordination of the complaint and appeal procedure. For assistance with this procedure, individuals should contact SWHP. While complaint, grievance and appeals are governed by different regulatory requirements as a rule, the below is applied.

Complaints

SWHP will send an acknowledgment letter of the receipt of oral or written complaints from complainants no later than five (5) business days after the date of the receipt of the complaint. The acknowledgment letter will include a description of SWHP's complaint procedures and time frames. If the complaint is received orally, SWHP will also enclose a one-page complaint form, which should be returned for prompt resolution of the complaint.

SWHP will acknowledge, investigate, and resolve all complaints within thirty (30) calendar days from the date of the complaint. However, investigation and resolution of complaints concerning emergencies or denials of continued stays for hospitalization shall be concluded in accordance with the immediacy of the case and will not exceed 72 hours or three business days from receipt of the complaint.

SWHP will investigate the complaint and issue a response letter to the Complainant within thirty (30) days from receipt of the complaint explaining the specific contractual reasons for the resolution. The response letter will contain a full description of the process for appeal, including the time frames for the appeals process and the time frames for the final decision on the appeal.

Appeals

If the Complainant is not satisfied with SWHP's resolution of the complaint, the Complainant will be given the opportunity to appear before an appeal panel or address a written Appeal to an appeal panel. SWHP will send an acknowledgment letter of the receipt of oral or written appeal from Complainants no later than five (5) business days after the date of the receipt of the Appeal. The acknowledgment letter will include a description of SWHP's Appeal procedures and time frames. If the Appeal is received orally, SWHP will also enclose a one-page Appeal form, which must be returned for prompt resolution of the Appeal.

SWHP will appoint members to the complaint appeal panel, which shall advise SWHP on the resolution of the complaint. The complaint appeal panel shall be composed of equal numbers of SWHP staff, Participating Providers, and members. No member of the complaint appeal panel may have been previously involved in the disputed decision. The Participating Providers must have experience in the same or similar specialty that typically treats the medical condition, performs the procedure or provides the treatment in the area of care that is in dispute and must be independent of any physician or provider who made any prior determination. If specialty care is in dispute, the appeal panel must include a person who is a specialist in the field of care to which the appeal relates. The members may not be employees of Health Plan.

No later than five (5) business days before the scheduled meeting of the panel, unless the Complainant agrees otherwise, SWHP will provide to the Complainant or the Complainant's designated representative: any documentation

to be presented to the panel by Health Plan staff; the specialization of any physicians or providers consulted during the investigation; and the name and affiliation of each SWHP representative on the panel.

The Complainant, or designated representative if the enrollee is a minor or disabled, is entitled to: appear before the complaint appeal panel in person or by other appropriate means; present alternative expert testimony; and request the presence of and question any person responsible for making the prior determination that resulted in the Appeal.

Notice of the final decision on the Appeal will include a statement of the specific medical determination, clinical basis, and contractual criteria used to reach the final decision. The notice will also include the toll-free telephone number and the address of the Texas Department of Insurance. SWHP will complete the Appeals Process no later than the thirty (30) calendar days after the date of the receipt of the written request for Appeal or one-page appeal form from the Complainant.

Appeal of Adverse Determinations

A member, a person acting on behalf of the member, or the member's physician or health care provider may appeal an Adverse Determination orally or in writing to a Member Relations Coordinator. SWHP will send an acknowledgment letter of the receipt of oral or written Appeal of Adverse Determination from Complainants no later than five (5) business days after the date of the receipt of the Appeal. The acknowledgment letter will include a description of the SWHP's Appeal procedures and time frames, as well as a reasonable list of documents needed to be submitted by the Complainant for the Appeal.

SWHP will issue a response letter to the patient or a person acting on behalf of the patient, and the patient's physician or health care provider, explaining the resolution of the appeal; and provide written notification to the appealing party of the determination of the Appeal, as soon as practical, but in no case later than thirty (30) calendar days after the date the Health Plan receives the Appeal from the Appellant. If the Appeal is denied, the written notification shall include a clear and concise statement of: the specific clinical basis for the Appeal denial; the specialty of the physician or other health care provider making the denial; and notice of the appealing party's right to seek review of the denial by an Independent Review Organization as provided in this Evidence of Coverage. If the "Appeal of Adverse Determinations" is denied and within ten (10) business days the provider sets forth in writing good cause for having a particular type of specialty provider review the case, the Appeal denial shall be reviewed by a Participating Provider in the same or similar specialty who typically treats the medical condition, performs the procedure, or provides the treatment under discussion for review in the Adverse Determination, and such specialty review will be completed within fifteen (15) business days of receipt of the request from the provider.

SWHP will provide an expedited Appeal procedure for emergency care denials, denials of care for Life-Threatening Conditions and denials of continued stays for hospitalized patients. The procedure will include a review by a Participating Provider who has not previously reviewed the case and who is of the same or a similar specialty who typically treats the medical condition, performs the procedure, or provides the treatment under discussion for review. The time in which such expedited Appeal will be completed will be based on the medical immediacy of the condition, procedure or treatment, but may in no event exceed 72 hours.

Notwithstanding any provisions to the contrary, in a circumstance involving an enrollee's life-threatening condition, the enrollee is entitled to an immediate Appeal to an Independent Review Organization and is not required to comply with procedures for an "Appeal of Adverse Determination" described in this Evidence of Coverage. SWHP reserves the right to refer any "Appeal of Adverse Determinations" directly to an Independent Review Organization prior to any determination being made through the internal review process described in this Evidence of Coverage.

Independent Review of Adverse Determinations

SWHP will permit any party whose Appeal of an Adverse Determination is denied, to seek a review of that determination by an Independent Review Organization assigned to the appeal. SWHP will provide to the Independent Review Organization no later than the three (3) business days after the date of request by the Party a copy of: any medical records of the enrollee that are relevant to the review; any documents used by the plan in making the determination; the written notification described in Section 5.2 of this document; any documentation and written information submitted to the Health Plan in support of the Appeal; and a list of each physician or health care provider who has provided care to the enrollee and who may have medical records relevant to the Appeal.

SWHP will comply with the Independent Review Organization's determination with respect to the medical necessity or appropriateness of health care items and services for an enrollee.

How to Submit Claims

Whether you're filing electronic or paper claims, to avoid having claims delayed, denied, or sent back to you for corrections, you'll need to:

- Meet filing deadlines
- Submit clean claims

Filing Deadline

All claims must be received in our office within 95 days of the date of service, or they will be denied. Coordination of Benefit (COB) claims must be submitted within 95 days of the primary payer's Explanation of Benefits (EOB) date.

If you prefer, we do accept paper claims. This will take longer to process than electronic claims. You're expected to follow Texas Department of Insurance (TDI) requirements as well as our own requirements for filing claims.

For paper claims, the claims receipt date is when your claim reaches our mailroom. Claims received after 2 p.m. will be considered received the next business day. Please note that members cannot be billed for claims denied by SWHP for missing filing deadline.

Paper Claims Address:

Scott and White Health Plan
ATTN: Claims Review Dept.
PO Box 21800
Eagan, MN 55121-0800

Claim Refund Address:

Scott and White Health Plan
ATTN: Claim Refunds
PO Box 840523
Dallas, TX 75284-0523

Electronic Claims

Faster responses mean everything in the healthcare industry, so let's reduce the time it takes to process your claims. By filing electronic claims, you can expect:

- More timely payments
- Faster claim status responses
- Lower overhead costs
- More control over claim data accuracy

About Availity

Availity offers a secure web portal that is simple to use, integrating with software systems typically found in most physician's offices and hospitals around Texas. Availity also delivers information beyond what is available in standard HIPAA transactions.

- Medical software vendors may charge a fee for installation and maintenance of system enhancements that support claims transmissions. Check with Availity for information on any fees.
- You must use your National Provider identifier (NPI) number when submitting claims through Availity so proper provider identification can be made
- When submitting claims, use the Scott and White Health Plan Payer ID Number **94999**
- Both UB-04 and CMS 1500 claim forms are accepted electronically
- You are strongly advised from your clearinghouse to review your accepted/rejected reports from Availity daily to determine if any claims were rejected by SWHP
- Patients' Member Identification Numbers must be complete (and include the two-digit suffix) for a claim to be accepted electronically

Providers who wish to utilize a clearinghouse other than Availity must inform the clearinghouse that the SWHP's payer ID 94999 is being used and ensure the clearinghouse has the ability to submit claims to Availity.

Clean Claims

Scott & White Health Plan follows TDI clean claim requirements. Any claims not deemed a clean claim, will be rejected.

These are claims that we will accept without having to investigate or send back for more information. Clean electronic and paper claims should have:

- Patient's full name
- Patient's date of birth
- Valid SWHP member identification number (11-digit number)
- Complete service level information
 - Date of Service
 - Industry-standard diagnosis codes
 - CMS defined industry-standard place of service codes
 - Industry-standard procedure codes (e.g., CPT, HCPCS)
 - Charge information and units
- Service provider's name, address, and National Provider Identification (NPI)

- Provider's federal tax identification number (TIN)
- Only one servicing provider per claim
- All claim forms must be typed; **no handwritten information or corrections**
- All required fields completed

For paper claims, we use an imaging system for claims entry. Follow these guidelines to ensure your claim is processed accurately, and without delay or rejection.

Do not send:

- A fax or a copy of a filled-out form
- A claim that's been torn, taped, or crumpled
- A claim that's been stamped or handwritten on

DO NOT USE:

- Correction fluid or tape
- Ink that is fading, and/or a color other than black
- Staples
- Highlighters

Claims that are rejected for any of the above listed reasons will be returned to you with a letter explaining the reason for the rejection. These non-clean claims are considered never received and must be corrected and resubmitted within the SWHP claims filing deadline for reconsideration.

We reimburse medically necessary surgical services and other procedures. For more information, see [procedure-specific payment policies](#).

Corrected Claims

The SWHP has a process for submission of corrected claims:

If the original claim was denied for incorrect information, providers can submit a corrected claim. Claims submitted are considered NEW claims if they are not marked as a corrected claim. These claims are subject to new claims initial filing deadlines, which are 95 days from date of service on Commercial and 365 days for Medicare. If a provider submits a claim intended to be a corrected claim, and does not note it as so, the claim will be denied as a duplicate.

A corrected claim is a replacement claim of a previously submitted claim that needs a change or correction to charges, clinical or procedural codes, dates of service, member information, etc. It is not an inquiry or redetermination.

A corrected claim can be submitted within 90 days from the date of determination on the initially filed clean claim. Corrected claim notation:

- 1500 - Box 19= CORRECTED CLAIM
- UB04 – Bill Type = xxx

Fill out and submit the claim form with the correct information. Mail your corrected claim form to:

Scott and White Health Plan

Attn: Claims Department

P.O. Box 21800

Eagan, MN 55121-0800

Claims submitted are considered NEW claims if they are not marked as a corrected claim. These claims are subject to new claims initial filing deadlines, which are 95 days from date of service on Commercial and 365 days for Medicare. If a provider submits a claim intended to be a corrected claim, and does not note it as so, the claim will be denied as a duplicate. Claims NOT indicated as corrected, will be considered new claims and subject to initial filing guidelines and duplicate denials.

Hold Harmless

Provider agrees that in no event, including, but not limited to, non-payment by SWHP or SWHP's insolvency or breach of this Agreement, shall Provider bill, charge, collect a deposit from, seek compensation, remuneration, or reimbursement from, or have any other recourse against any Covered Persons or persons acting on their behalf other than SWHP for Covered Services provided under this Agreement. This provision shall not prohibit collection of Copayments or supplemental charges on SWHP's behalf made in accordance with the terms of the applicable Plan. Provider further agrees that the terms of this Section shall: (1) survive termination of this Agreement regardless of the cause giving rise to termination and shall be construed to be for the benefit of Covered Persons; and (2) supersede any oral or written contrary agreement now existing or hereafter entered into between Provider and Covered Persons or persons acting on their behalf. Any modification, addition, or deletion of or to the provisions of this Section shall be effective on a date no earlier than fifteen (15) days after the Texas Commissioner of Insurance has received written notice of such proposed change. Provider shall cooperate with SWHP to ensure that any payments received from Covered Persons by Provider in violation of this provision are reimbursed to the Covered Person. Repeated violation of this provision may result in the termination of this Agreement.

Code Editing Software (Claim Check)

In order to keep pace with ever changing medical technology and coding complexities, Scott and White Heath Plan utilizes (McKesson) Claim Check, a code editing software program designed to evaluate billing and coding accuracy on submitted claims.

Claim Check uses clinically valid edits for automated claims-coding verification and to ensure that SWHP is processing claims in compliance with general industry standards.

The following list represents an example of the different edits and their definitions.

**Rebundling edits*

Unbundling occurs when two or more procedures are used to describe a service when a single, more comprehensive procedure exists which more accurately describes the complete service performed by the provider. Procedure codes are re-bundled as a single procedure code and paid the correct reimbursement for that one code.

**Mutually exclusive auditing*

Identifies two or more procedures that are usually not performed during the same patient encounter on the same date of service and therefore not allowable for separate reimbursement.

**Incidental procedure auditing*

Identifies procedures that are performed at the same time as a more complex primary procedure and not allowable for separate reimbursement.

**Medical Visits auditing*

Adheres to the "Surgical Package Concept" and does not allow separate reporting of E&M services when a substantial diagnostic or therapeutic procedure is performed. CPT guidelines for E&M services support this medical visit auditing.

**Pre-Operative and Post-Operative edits*

Identifies E&M services that are reported with surgical procedures during the associated pre/post operative periods. The pre and post operative periods are designated in CMS's National Physician Fee Schedule. Claim check denies medical visits related to the procedure, within the timeframe, as an unbundled component of the total surgical package.

Minor Surgical procedures have a 0-day preoperative and 0 or 10 day(s) postoperative timeframe.

Major Surgical procedures have a 1-day preoperative, and 90 day(s) postoperative timeframe.

**Age/Sex conflicts*

Identifies a discrepancy between the billed procedure codes that are inconsistent with the patient's age or gender.

**Assistant surgeon edits*

Determines if an assistant surgeon is clinically necessary for the billed procedure.

**Cosmetic surgery edits*

Identifies procedures that SWHP considers to be cosmetic and suspends the claim for Medical review.

**Duplicate edits*

There are six duplicate categories:

Category I: Bilateral procedure can only be performed once on a single date of service

Category II: Unilateral/Bilateral procedure can be performed only once on a single date of service

Category III: Unilateral or Single procedure with a procedure whose description specifies bilateral with performance of the same procedure, the unilateral can only be performed once on a single date of service.

Category IV: Procedures allowed specified number of times per date of service, per lifetime or per site specific modifier

Category V: Procedures billed more than once on a single date of service and not addressed by Categories I, IV or VI are flagged for further review

Category VI: Procedures bypassed from Duplicate editing and may be performed an indefinite amount of times on a single date of service.

**New visit frequency edits*

This edit prevents the inappropriate reporting of a new patient E&M service and is based on following CPT guideline:

A new patient is one who has not received any professional services from the physician or another physician of the same specialty that belongs to the same group practice, within the past three years

**Intensity of service edits*

Reviews edits that identifies when the intensity of the E&M code submitted is higher than expected based on the accompanying diagnosis. The claim review replaces the submitted code with the most intensive code expected for the diagnosis.

**Diagnosis to procedure edits*

This edit encompasses all billed professional claims and occurs when the procedure billed is unexpected based on the diagnosis billed.

Example: claim billed with diagnosis code of 424.0 (Mitral Valve Disorders) and procedure code 43500 (gastrotomy; with exploration or foreign body removal). This procedure would be identified as unexpected for the diagnosis and would deny.

**Correct Coding Initiative (CCI)*

The purpose of the CCI edits is to prevent improper payment when incorrect code combinations are reported. CMS developed the edit tool for coding policies based on coding conventions defined in the AMA's CPT manual, national and local policies and edits, coding guidelines developed by national societies, analysis of standard medical and surgical practices, and a review of current coding practices.

**Outpatient Code Editing (OCE)*

These are targeted edits that help manage outpatient facility claims. OCE, a subset of the CCI, applies to outpatient facility and ambulatory surgical center (ASC) edits.

**Multiple Component Billing (MCB)*

Example 73550 x-ray exam of thigh. Global code billed by Provider A. Same date of service: 73550-26 professional component billed by Provider B. MCB edit will deny.

NOTE: Depending on our settings for this edit, either the current or the history code would be denied. The claim processed first will get paid and the second will be recommended for denial.

**Duplicate Component Billing (DCB)*

Example 73550 x-ray exam of thigh. Global code billed by Provider A. Same date of service: 73550-26 professional component billed by Provider B.

NOTE: Depending on our settings for this edit, either the current or the history code would be denied. The claim processed first will get paid and the second will be recommended for denial.

All Claim Check edits are reflected in the Explanation Code on the appropriate service line of the Explanation of Payment (EOP) issued to the provider. Providers who disagree with an edit, may send a corrected claim with the appropriate modifier or request a review of the claim. A request for review/appeal will need appropriate documentation along with medical records which should be sent to the SWHP claims department. The Medical Directors will review the documentation for appropriateness and send back a response to the provider with the determination.

Fraud, Waste, and Abuse

Pharmacist Fraud, Waste & Abuse Training

All members of the pharmacy staff must complete the Fraud, Waste & Abuse Training. Click [here](#) to begin your training online. Only one FWA Training Attestation Form is required per pharmacy, and it should be completed by the Head Pharmacist or Store Manager.

Provider Fraud, Waste & Abuse Training

If you're a provider, click [here](#) to begin your training online. If you have already completed your training requirements through another mechanism, complete and submit the FWA Training Attestation Form.

*See 42 CFR 422.503, 422.504, 423.504, 423.505 et seq.; see also Centers for Medicare and Medicaid Services, Prescription Drug Benefit Manual, Chapter 9 - Part D Program to Control Fraud, Waste and Abuse

If you have any questions or need assistance with this process, please contact our Compliance Manager at SWHPComplianceDepartment@bswhealth.org or Customer Advocacy Department at 1-800-321-7947.

Reporting

Because healthcare fraud costs millions of dollars annually, Scott and White Health Plan proactively seeks opportunity to minimize fraudulent activity through education, timely identification of issues, and ongoing monitoring efforts. As part of an ongoing effort to improve the delivery and affordability of health care to our customers, Scott and White Health Plan conducts periodic analysis of all levels of Current Procedural Terminology (CPT), ICD-10 and HCPCS, codes billed by our providers. The analysis allows SWHP to comply with its regulatory requirements for the prevention of fraud, waste, and abuse (FWA), and to supply our providers with useful information to meet their own compliance needs in this area. SWHP will review your coding and may review medical records of providers who continue to show significant variance from their peers. SWHP strives to ensure compliance and enhance the quality of claims data, a benefit to both SWHP's medical management efforts and our provider community. As a result, you may be contacted by SWHP to provide medical records to conduct reviews to substantiate coding and billing.

To report waste, abuse or fraud, choose one of the following:

- Call the SWHP Compliance HelpLine at 1-866-245-0815
- Direct reports to the health plan:
Scott and White Health Plan
Attn: Compliance Department
1206 West Campus Drive
Temple Texas 76502
- Texas Department of Insurance at 1-800-252-3439. You can download the Fraud Reporting Form located on the [TDI website](#)
Email to: FraudReport@tdi.texas.gov
Fax to 512-490-1001
Mail to:
MC109-3A
Fraud Unit
Texas Department of Insurance
PO Box 149336

Austin, TX 78714-9336

All such communications will be kept as confidential as possible but there may be times when the reporting individual's identity may become known or need to be disclosed to meet requirements of any governmental review actions. Any employee, contractor, or other party that reports compliance concerns in good faith can do so without fear of retaliation.

Managing Your Provider Account:

At Scott and White Health Plan, it is critical for us to provide accurate information to our members, participating providers and government agencies that we work with. Anytime you have Demographic Changes or Contract Changes we request you notify us as soon as you have that information. Demographic changes or any other **requested changes will not be processed immediately** and usually require a minimum of thirty (30) days to go into effect.

We require you request all changes via our Website: <http://swhp.org/en-us/prov>

Scroll down to the Section titled **Manage Your Provider Account**. You can request changes listed below:

Address Changes or other Demographic Changes including adding or terming locations:

<https://swhp.org/en-us/prov/provider-address-change-form>

Add a New Provider to your existing Agreement:

<https://swhp.org/en-us/prov/add-a-provider-form>

To add a new provider, use the link above. It is recommended to check your Contract Agreement to verify that the provider's services are part of the Agreement. For example, if an Orthopedic office wants to add PT providers then verify that PT services are in your agreement. If those services are not listed, you will be required to modify the Agreement to add those services and complete the form under Modify Your Existing Contract.

Term a Provider from your existing Agreement:

<https://swhp.org/en-us/prov/terminate-provider-contract-form>

Modify Your Existing Contract:

<https://swhp.org/en-us/prov/modify-existing-contract>

This includes requesting new services/billing codes be added to your existing Agreement as well as other contractual changes such as a Tax ID Change or Legal Name Change.

Scott and White Health Plan Policies

Policy Categories

Scott and White Health Plan (SWHP) utilizes InterQual evidence-based criteria and internal medical policies for review and decision-making regarding hospitalization and treatment requests. Medical Policies can be found at <https://swhp.org/en-us/prov/resources/policies#Medical%20Coverage%20Policies>.

Payment of Premiums for Individual Plans

Premiums for individual plans are personal expenses to be paid for directly by individual and family plan subscribers. In compliance with federal guidance, SWHP will accept third-party payment for premium from the following entities:

- The Ryan White HIV/AIDS Program under title XXVI of the Public Health Services Act;
- Indian tribes, tribal organizations, or urban Indian organizations; and
- State and federal Government programs.

Except as provided above, third-party entities shall not pay SWHP directly for any or all a member's premium.

Referrals to Out-of-Network Providers

Referrals to out-of-network providers for medically necessary and covered health services will require prior authorization by SWHP. Referrals should be submitted to SWHP before services are rendered to allow SWHP to determine medical necessity.

To Initiate an Out-of-Network Referral

- Fax: Download and complete the Prior Authorization form and cover sheet available at <https://swhp.org/Portals/0/Files/Forms/Providers/SWHP-INN-Prior-Authorization-Form-and-Fax-Cover-Sheet.pdf>. Then fax form and all supporting clinical documentation to (800)626-3042
- Online: Log into the secure Provider Portal at <https://portal.swhp.org/#/login> to complete and submit the Prior Authorization form
- For after-hours emergencies or weekend/holiday admissions, providers may call the Health Services Department within 24 hours of admission at (888)316-7947.

Approval Requirements

Referrals to out-of-network providers are pre-authorized and covered by SWHP when, one or more of the following conditions are present:

- Life threatening conditions exists and appropriate or timely;
- Access to an in-network facility or service is not reasonably practical or possible;
- Covered transplant is required and approved;
- Medically necessary, covered medical service is not available through an in-network Provider;
- Service or care is available in-network, but not accessible; and/or
- Service is available in-network, but there is a continuity of care concern for a new member (e.g. any high-risk pregnancy in the second trimester, a pregnancy in the third trimester or any other situation which, in the judgment of the Medical Director warrants an out-of-network authorization to complete a particularly complex episode of care).

Failure to obtain prior authorization for out-of-network referrals may result in denial of payment for services rendered. The provider may not bill the member for services so denied.

Out-of-Network Services

SWHP has developed contractual arrangements with a number of specialists, hospitals and centers of excellence throughout the State of Texas. Before recommending a specific specialist or facility to a member for care, the referring physician should consult with SWHP Customer Service Department about providers available through the SWHP network. To find in-network physicians and providers, please visit the SWHP 'Find a Provider' online search located at: <https://portal.swhp.org/#/search>.

The referring physician should discuss with the out-of-network provider any lab or radiology studies expected to be performed prior to the member's visit and have those services performed by an in-network provider or facility before the visit to the out-of-network provider. Lab, X-ray and/or ancillary services performed by, or ordered by, an out-of-network provider not specifically authorized by SWHP in advance, will not be covered.

When a covered transplant is required, members must have that procedure performed through a SWHP contracted transplant facility. Consult with the SWHP Health Services Department on available centers and the process of evaluation necessary to make a valid referral for transplants.

Extending a Referral

There may be occasions when a treatment by a specialist or other provider may need to be extended beyond the initial referral. Extension require prior authorization.

Any follow up care to the out-of-network provider must also be pre-authorized by SWHP prior to care being rendered. Follow-up care is not included in the initial out-of-network prior authorization.

Transition of Care/Continuity of Care

There are situations that arise when SWHP may need to approve services out of network. SWHP may need to provide authorization for continuity in the care of a Member whose health condition has been treated by a specialty care Providers or whose health could be placed in jeopardy if Medically Necessary Covered Services are disrupted or interrupted. In these cases, SWHP may provide authorization to a non-contracted Provider to provide the medically necessary services until the transition to a network Provider may be completed. For questions about Transition of Care/Continuity of care, please call Customer Services at (800) 321-7947 or visit <https://swhp.org/Portals/0/Files/Forms/Providers/SWHP-Continuity-of-Care-Transition-of-Care-Form.pdf>.

Prior Authorization Program & Requirements

Services Requiring Prior Authorization

SWHP defines “prior authorization” as having received SWHP’s approval for a service to be delivered based on evaluation of medical necessity prior to the time the service is rendered.

Prior Authorization Requirements

We require that certain medical services, care, or treatments be pre-authorized before we will pay for all related Covered Health Services. Prior authorization means that we review and confirm that proposed services, care, or treatments are Medically Necessary. Providers are responsible to receive approval for any proposed services before rendering services. If you fail to get proper Prior Authorization, care or treatment may not be covered or you may incur payment penalties. For a list of services requiring prior authorization, please call Customer Services at (800) 321-7947, visit <http://swhp.org/en-us/prov/auth-referral/medical> or the provider portal at <https://portal.swhp.org/#/login>.

Admitting Physician Responsibilities

It is the admitting physician’s responsibility to obtain authorization for services specified in this section and to provide the necessary clinical and member information to process authorization requests. Although any physician participating in an admission, either directly or through consultation, may supply prior authorization information, responsibility for this authorization falls to the admitting physician. Failure to obtain prior authorization for the specified services will result in denial of payment for services rendered. In such cases, providers may not bill members for denied services.

How to Obtain a Prior Authorization

Prior authorization requests for services and drugs obtained under the medical benefit (i.e. drug will be billed on a medical claim by a provider) are processed by SWHP Health Services. Prior authorization requests can be submitted to Health Services via:

- Fax: Download and complete the Prior Authorization form and cover sheet available at <https://swhp.org/Portals/0/Files/Forms/Providers/SWHP-INN-Prior-Authorization-Form-and-Fax-Cover-Sheet.pdf>. Then fax form and all supporting clinical documentation to (800)626-3042
- Online: Log into the secure Provider Portal at <https://portal.swhp.org/#/login> to complete and submit the Prior Authorization form
- For after-hours emergencies or weekend/holiday admissions, providers may call the Health Services Department within 24 hours of admission at (888)316-7947.

SWHP Health Services does not process prior authorization requests for drugs obtained under the pharmacy benefit (i.e. prescription drug benefit). The submission process and forms described above apply only to requests for medical benefit coverage of services and drugs.

For information regarding prior authorization submission process for drugs obtained under the pharmacy benefit, visit <https://swhp.org/prov/pharmacy-resources#prov-medication-authorization>.

Information Required for Authorization

- Member’s name, date of birth, member ID number;
- Ordering provider’s name, Group and Individual NPI and TIN;
- Servicing Provider’s name, Group and Individual NPI and TIN;
- Expected date of service (if date changes, please notify SWHP);
- Diagnosis (ICD-10);
- Procedure (CPT/HCPCS) code number;

Clinical information for determining coverage may include but not limited to:

- Office and hospital records

- A history of the presenting problem
- Physical exam results
- Diagnostic testing results
- Treatment plans and progress notes
- Patient psychosocial history
- Information on consultations with the treating practitioner
- Evaluations from other practitioners
- Operative and pathological reports
- Rehabilitation evaluations
- A printed copy of criteria related to the request
- Information regarding benefits for services
- Information regarding the local delivery system
- Patient characteristics and information
- Information from family members
- Expected length of stay;
- Anticipated discharge needs;
- Treatment plan; and
- Other information.

Emergency Admissions and Direct Admissions

It is the responsibility of the admitting physician to contact SWHP's Health Services Department within 24 hours or the next business day of any emergency or direct admission. **Failure of the physician to contact SWHP may result in denial of payment or delay of payment for services rendered by the admitting physician and/or other providers involved in the case. Physicians and hospitals may not bill the members for services denied as a result of failure to contact SWHP following an emergency or direct admission.**

Inpatient Admission and Length of Stay Authorization

SWHP uses InterQual evidence-based criteria, as well as internal guidelines, peer literature review, or direct physician supervision for review of clinical information in determining if inpatient level of care will be authorized. At the time initial clinical and discharge plans are received and reviewed for level of care medical necessity, SWHP will assign an expected length of stay. Additional days may be authorized based on clinical information supplied by the physician.

Please note that many denials during the prior authorization process are a result of incomplete, absent or inadequate medical information. SWHP requires participating provider to provide specific and accurate clinical information to process a request for authorization properly. It is essential that the physician or physician's representative submitting the request have the information available at the time of prior authorization to avoid possible delay and/or denial of authorization request.

Concurrent Review of Inpatient Admissions

SWHP will monitor the course of inpatient care services received by a member. The Utilization Management (UM) Nurse may conduct any of the following:

- Review of member's chart;
- Communicate with the member/guardian/parent;
- Discuss the case with the hospital UM staff;
- Speak directly to the admitting physician regarding the progress of the case;
- Identify discharge or alternative care needs; and
- Assist the facility, physician, and/or member with post-facility care arrangements, coverage information, benefit information, etc.

If, during the review, the UM Nurse determines, based on established guidelines, that the available documentation indicates the member can be transitioned to a lower level of care, the attending physician or the facility will be contacted to discuss the justification of any continued services and possible alternatives. The UM Nurse, in collaboration with the SWHP Medical Director, may reduce the authorized level of services and notify the attending Physician of same, and suggest appropriate alternatives to current services.

If the attending physician disagrees with SWHP's determination regarding denial of continued services, he or she may request a further review by the SWHP Medical Director. (Refer to: COMPLAINT AND MEDICAL APPEAL PROCEDURES section, "Appeals to Adverse Determinations").

Requesting Extensions to the Authorized Length of Stay

If, during hospitalization or other services, the attending physician believes the approval for reimbursement of hospitalization or other services should be extended beyond what has been authorized, he or she should submit a clinical update to the Health Services Department to request an extension of the length of stay or other services. Failure to obtain authorization for additional days of inpatient stay or other services may result in denial of payment for services.

The request for extension will be evaluated based on the clinical information provided. If the extension is denied by the Medical Director, the attending physician may pursue the next level of the appeals process (Refer to: COMPLAINT AND MEDICAL APPEAL PROCEDURES section, "Appeals to Adverse Determinations").

Availability of Criteria

Providers are notified that clinical criteria are available upon request. They are provided to all providers within 10 days of request. A copy of the most recent version of the requested clinical criteria will be faxed, emailed or mailed to the provider based upon their request. The clinical criteria are also available in the letter provided to both the Member and Provider.

Routine, Urgent, and Emergent Care Services

Routine Care Services

Those covered health services a physician commonly performs within the scope of the physician's practice or license are considered routine care. Routine care services are to be performed in the same manner, in accordance with the same standards, and within the same time availability as offered by other physicians to private pay members. Services must be provided in compliance with generally accepted medical and behavioral health standards for the community in which services are rendered. Routine Care is to be scheduled within two (2) weeks of the member's request.

Urgent Care Services

Those medical conditions which are not an emergency but are severe or painful enough to cause a prudent layperson, possessing average knowledge of medicine and health, to believe that the condition requires medical treatment or evaluation within 24 hours to prevent serious deterioration of the member's condition or health is considered Urgent Care. Urgent Care is to be scheduled within 24 hours of request.

Emergency Care Services

Health Care provided in a hospital emergency facility or trauma center for evaluating and stabilizing the onset of a severe medical condition that could reasonably be expected to cause permanent and significant physical harm, or loss of life or limb, is considered Emergency Care.

SWHP uses the following set of criteria to determine when a member has an emergency condition: a medical condition of recent or sudden onset and severity that would lead a prudent layperson possessing an average knowledge of medicine, to believe the condition, sickness, or injury was of such a nature that failure to obtain immediate medical attention could result in:

- Placing the person's health in serious jeopardy;
- Serious impairment to bodily function;
- In the case of a pregnant woman, serious jeopardy to the health of the fetus;
- Serious dysfunction of any bodily organ or part; and/or
- Serious disfigurement.

SWHP members should contact their Primary Care Provider (PCP) regarding a need for emergency care before receiving the care whenever possible and/or practical. The PCP shall determine the emergent nature of the situation and use professional discretion in directing the member to the most appropriate location to receive the service (i.e. the office, urgent care center, minor emergency room, or hospital ER or trauma center). When the PCP directs the member to the nearest emergency facility, the PCP should notify SWHP of the referral for the emergency care. Notification of emergency services should be made to the SWHP Health Services Department within 24 hours or next business day of the member being directed to seek emergency care.

Should it not be reasonable to contact the PCP before obtaining emergency attention due to the serious nature of the illness or injury, SWHP should be notified by the member or the PCP within 24 hours, or as soon as possible and/or practical following the treatment. Notification can be made by the PCP or their designee (e.g., emergency room staff, hospital admitting department, physician office personnel, member's family, or the member). Failure of the PCP to notify SWHP of a member being directed to the hospital for emergency services may result in no authorization for services and may result in the member's medical services being denied or payment being significantly delayed.

SWHP will cover the professional, facility, and ancillary services that are medically necessary to perform the medical screening examination and stabilization of a member with an emergency condition. Emergency services claims will be processed according to SWHP's standard claims adjudication process in accordance with state and federal regulations.

Any need for post-emergency stabilization, including admission to inpatient or observation status, must be authorized within the appropriate time frame by the SWHP Health Services Department.

Outpatient follow-up care resulting from an emergency facility visit or facility stay must be rendered by an in-network provider.

Ambulance Services

Medically necessary ambulance services do not require authorization when used for emergency transportation to the nearest hospital emergency room or trauma center. All non-emergent ambulance transfers require prior authorization.

To avoid denial in payment, prior authorization should be obtained before the transport occurs for ambulance transports between facilities.

**NOTE – All ambulance services should be billed according to the SWHP contract.*

Administrative Denials

An “administrative denial” is a denial of requested services based on non-medical issues such as: non-covered services and benefit limits. Administrative denials are issued by the Health Services Department.

SWHP will notify the member or a person acting on behalf of the member and requesting provider of an administrative denial made during the course of utilization review.

The notification of an administrative denial will include:

- Principal reason for the administrative denial;
- Description or the source of any screening criteria that were utilized as guidelines in making the administrative denial; and
- Description of the procedure for the complaint process, including notification of:
 - The member’s right to file a complaint related to a technical denial; and
 - The member’s right to contact the Texas Department of Insurance (TDI), including TDI’s toll-free telephone number and address.

Adverse Determinations – Denials Based on Lack of Medical Necessity

Anytime SWHP is questioning the medical necessity or appropriateness of healthcare services, the healthcare provider who ordered the services shall be afforded a reasonable opportunity to discuss the plan of treatment for the member and the clinical basis for the SWHP Medical Director’s decision with a physician or dentist prior to the issuance of the adverse determination.

With the issuance of an adverse determination, the requesting/ordering provider will be given the opportunity to request a peer-to-peer review with a SWHP Medical Director. The UM Nurse informs the requesting/ordering provider how to contact a SWHP Medical Director or other appropriate reviewer to discuss a denial.

When the UM Nurse notifies the physician or office staff by telephone, the information communicated must include:

- The name of the contact and the practitioner/facility,
- The time and date of the denial notification, and
- Notification of the physician reviewer availability (normal business hours of 8am -5pm Monday through Friday for non-urgent peer-to-peer communication and 24/7 availability for urgent and post stabilization reconsiderations).

SWHP will notify the member or a person acting on behalf of the member and the member’s provider of record of an adverse determination made during utilization review.

The notification of an adverse determination will include:

- Principal reason(s) for the adverse determination;
- Clinical basis for the adverse determination;
- Description or the source of the screening criteria that were utilized as guidelines in making the determination; and
- Description of the procedure for the appeal process, including:
 - Notification to the member of the member’s right to appeal, including provisions for filing an expedited (72 hour) appeal; (We may extend this time by up to 14 days if you request an extension, or if we need additional information and the extension benefits you).

- Notification to the member of the procedures for appealing SWHP will provide notification of the adverse determination:
 - Within one (1) working day by telephone or electronic transmission to the provider of record in the case of a patient who is hospitalized at the time of the adverse determination, along with a letter notifying the member advising of the right to appeal;
 - Within three (3) working days in writing to the provider of record and the member if the member is not hospitalized at the time of the adverse determination;
 - Within the time appropriate to the circumstances relating to the delivery of the services and the condition of the member, but in no case to exceed one (1) hour from notification when denying post-stabilization care subsequent to emergency treatment as requested by a treating physician or provider. In such circumstances, notification shall be provided to the treating physician or health care provider.

The processes described above apply to requests for medical benefit coverage of services and drugs.

For information regarding prior authorization process for drugs obtained under the pharmacy benefit, visit <https://swhp.org/prov/pharmacy-resources#prov-medication-authorization>.

Medical Management Overview

The philosophy and goals of Scott and White Health Plan is to ensure that its members receive personalized, high-quality, cost-effective, comprehensive medical care within the specifications of the Member's covered benefits and in accordance with federal and state requirements. This health care should be consistently delivered by providers within the established Baylor Scott and White Health Hospital and Clinic system and/or through approved SWHP contracted providers.

The goals and objectives are designed, implemented and maintained by the SWHP/ICSW Health Services Division (HSD) to continually assess and improve the quality of care available to Members. The Health Services department includes:

- Board Certified Medical Directors
- Registered Nurses
- Licensed Vocational Nurses
- Case Managers
- Social Workers
- Care Navigators
- Intake Support Staff

Functions handled by HSD include:

- Prospective, concurrent, and retrospective review of services proposed or rendered
- Coordination of care between levels of care
- Case Management/Complex Case Management
- Disease Management
- Wellness

Utilization Management Program

The goals and objectives of the UM Program are balanced to advance the management of medical services and are designed to support the delivery of services in a timely, appropriate, and cost-efficient manner for SWCP/SWHP/ICSW membership. SWCP/SWHP/ICSW provides enrollees with a comprehensive healthcare delivery system within the specifications of the Member's covered benefits in accordance with federal and state requirements. The goals and objectives of the UM Program are designed, implemented and maintained by the SWCP/SWHP/ICSW Health Services Department (HSD) to continually assess and improve the quality of care available to members and include:

- Use of standardized regulatory, nationally recognized and internally based criteria for decision making.
- Coordination of care between levels of care.
- Identification and appropriate referral of potential quality/safety issues.
- Use of a service network of credentialed providers.
- Referral facilitation of case management (CM) for members with complex healthcare needs.
- Referral facilitation of disease management (DM) for members with chronic disease.
- Facilitation of access to appropriate medical and community resources.
- Prospective, concurrent, and retrospective review of services proposed or rendered to members.
- Use of data and information to identify areas of focus for management activities based on population and sub-population characteristics, provider behavior, benchmarks, and identified needs.
- Production of reports that analyze the utilization of resources and identify trends.
- Design of mechanisms to prevent or improve areas of over or under utilization.
- Audit of processes and decisions.
- Use of policies to interpret benefits and assess new technology.

Case Management Program

SWHP provides a broad array of local Case Management services to support participating providers in managing complex medical cases. In addition, the Case Management program is designed to focus on providing the highest quality of care by assisting in coordinating the multiple resources needed for specific medical conditions. By using SWHP's Case Management program, hospitals and physician/Providers can alleviate some of the burden of caring for complex cases. Participation is voluntary and there is no cost to our members.

Providers can take advantage of SWHP's Case Management for cases such as:

- Catastrophic illness (all ages)
- Accidents (all ages; i.e., MVAs, burns)
- High risk pregnancy
- Premature infants
- Stroke, disability, and rehabilitation cases
- Organ transplants
- Transition of Care
- Care Coordination

To initiate SWHP's Case Management program, please contact the Case Management department by calling 1-855-395-9652 or completing the Case Management referral form online at <https://portal.swhp.org/#/referral>

Disease Management Program

Disease management is a system of coordinated healthcare interventions and communications for populations with identified conditions in which member self-care efforts are significant. SWHP focuses on managing disease conditions common to the population and demographics. Conditions currently being managed include the following:

- Asthma
- Diabetes
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease (CAD)
- Congestive Heart Failure (CHF)

Behavioral Health Services

For members in need of behavioral health services, our conditional guidance program identifies and addresses psychosocial issues. As they demonstrate a readiness to change, we guide members to make the necessary to achieve goals and improve health. To refer a member to our Disease Management program, please contact the Health Services department by calling 1-855-395-9652 or completing the Case Behavioral Health SWHP defines “behavioral health” as both acute and chronic psychiatric and substance use disorders as referenced in the Diagnostic and Statistical Manual of Mental Disorders (DSM) of the American Psychiatric Association.

Covered Services

For all covered behavioral health services, please refer to the member’s benefit plan and/or call SWHP’s Customer Service department. SWHP provides utilization management for all levels of care including inpatient hospital services in freestanding psychiatric facilities for children and adults. **Behavioral Health Scope of Services:** SWHP will coordinate the behavioral health services, which include but are not limited to, the serviced listed in the Covered Services section. These services include acute, diversionary and outpatient services. SWHP will work with other participating behavioral health care practitioners, primary care providers, medical/surgical specialists, organizational providers, and other community and state resources to develop relevant primary and secondary prevention programs for behavioral health. These programs may include

- Educational programs to promote prevention of substance use
- Parenting skills training
- Developmental screening for children
- ADHD screening
- Postpartum depression screening
- Depression screening in adults

Primary Care Providers

- May treat mental health and/or substance use disorders within the scope of their practice and bill using the appropriate ICD diagnosis code(s);
- Inform members how and where to obtain behavioral health services; and
- Understand that members may self-refer to any behavioral health care provider without a referral from the member’s primary care provider.

BH Coordination of Care

Behavioral health service providers are expected to communicate at least quarterly and more frequently, if necessary, regarding the care provided to each member with other behavioral health service providers and PCPs. Behavioral health service providers are required to refer members with known or suspected and untreated physical health problems or disorders to their PCP for examination and treatment. Copies of prior authorization/referral forms and other relevant communication between providers should be maintained in both providers’ files for the member. Coordination of care is vital to ensuring members receive appropriate and timely care. Compliance with this coordination is reviewed closely during site visits for credentialing and re-credentialing, as well as during quality improvement and utilization management reviews.

Coordination between Physical and Behavioral Health

SWHP is committed to coordinating medical and behavioral care for members who will be appropriately screened, evaluated, treated, and/or referred for physical health, behavioral health or substance use, dual or multiple diagnoses, mental retardation, or developmental disabilities.

SWHP will designate a Case Manager to facilitate coordination of care and case management efforts.

To ensure that the appropriate clinical information is maintained within the member's treatment record, providers must follow the documentation requirements below based on NCQA standards. All documentation must be clear and legible. Further, the treatment record should contain clear documentation using the most current Diagnostic and Statistical Manual of Mental Disorders (DSM) multi-axial classifications:

Member Identification Information:

The treatment record contains the following member information

- Member name and health plan identification # on each page
- Member's address
- Employer or school
- Home and work telephone number
- Marital/legal status
- Appropriate consent forms
- Guardianship information, if applicable

Informed Member Consent for Treatment:

The treatment record contains signed consents for the following:

- Implementation of the proposed treatment plan
- Any prescribed medications
- Consent forms related to interagency communications
- For adolescents, ages 12-17, the treatment record contains consent to discuss substance use disorder issues with their parents.
- Signed document indicating review of member's rights and responsibilities

Medication Information:

Treatment records contain medication logs clearly documenting the following:

- All medications prescribed
- Dosage of each medication
- Dates of initial prescriptions
- Information regarding allergies and adverse reactions are clearly noted
- Lack of known allergies and sensitivities to substances are clearly noted

Medical and Psychiatric History:

Treatment record contains the member's medical and psychiatric history including:

- Previous dates of treatment
- Names of providers
- Therapeutic interventions
- Effectiveness of previous interventions
- Sources of clinical information
- Results of relevant laboratory tests
- Previous consultation and evaluation reports

Substance Use Information:

Documentation for any member 12 years and older of past and present use of the following:

- Cigarettes
- Alcohol, and illicit, prescribed, and over-the-counter drugs

Adolescent Depression Information:

Documentation for any member 13-18 years was screened for depression

- If yes, was a suicide assessment conducted?
- Was the family involved with treatment?

ADHD Information:

Documentation the members aged 6-12 years were assessed for ADHD

- Was family involved with treatment?
- Is there evidence of the member receiving psychopharmacological treatment?

Diagnostic Information:

- Risk management issues (e.g., imminent risk of harm, suicidal ideation/intent, elopement potential) are prominently documented and updated according to provider procedures
- All relevant medical conditions are clearly documented, and updated as appropriate
- Member's presenting problems and the psychological and social conditions that affect his/her medical and psychiatric status

A complete mental status evaluation is included in the treatment record, which documents the member's:

- Affect
- Speech
- Mood
- Thought control, including memory
- Judgment
- Insight
- Attention/concentration
- Impulse control
- Initial diagnostic evaluation and DSM diagnosis that is consistent with the stated presenting problems, history, mental status evaluation, and/or other relevant assessment information
- Diagnoses updated at least on a quarterly basis

Treatment Planning

The treatment record contains clear documentation of the following:

- Initial and updated treatment plans consistent with the member's diagnosis, goals, and progress
- Objective and measurable goals with clearly defined timeframes for achieving goals or resolving the identified problems
- Treatment interventions used and their consistency with stated treatment goals and objectives
- Member, family, and/or guardian's involvement in treatment planning, treatment plan meetings, and discharge planning
- Copy of Outpatient Review Form(s) submitted, if applicable

Treatment Documentation:

The treatment record contains clear documentation using the most current Diagnostic and Statistical Manual of Mental Disorders (DSM) classifications and the following:

- Ongoing progress notes that document the member's progress towards goals, as well as his/her strengths and limitations in achieving said goals and objectives
- Referrals to diversionary levels of care and services if the member requires increased interventions resulting from homicidally suicidality, or the inability to function on a day-to-day basis
- Referrals and/or member participation in preventive and self-help services (e.g. stress management)
- Relapse prevention (Alcoholics Anonymous, etc.) is included in the treatment record
- Member's response to medications and somatic therapies

Coordination and Continuity of Care

The treatment record contains clear documentation of the following:

- Documentation of communication and coordination among behavioral health providers, primary care physicians, ancillary providers, and healthcare facilities
- Dates of follow-up appointments, discharge plans and referrals to new providers

Additional Information for Outpatient Treatment Records

These elements are required for the outpatient medical record:

- Telephone intake/request for treatment
- Face-sheet
- Termination and/or transfer summary, if applicable
- The following clinician information on every entry (e.g., progress notes, treatment notes, treatment plan, and updates) should include the following treating clinician information:
 - Clinician's Name
 - Professional Degree
 - Licensure
 - NPI
 - Clinician signatures with dates

Additional Information for Inpatient and Diversionary Levels of Care

These elements are required for inpatient medical records:

- Admission history and physical condition
- Admission evaluations
- Medication records
- Consultations
- Laboratory and X-ray reports
- Discharge summary and Discharge Review Form

Information for Children and Adolescents

A complete developmental history must include the following information:

- Physical, including immunizations
- Psychological
- Social
- Intellectual
- Academic
- Prenatal and perinatal events are noted

Utilization Management Reporting Requirements

SWHP conducts focus studies to look at the quality of care. Examples of focus studies are diabetes care and treatment, and asthma care and treatment.

Utilization Management reports reviewed at the Provider Advisory Subcommittee and the QI Committee.

Utilization reports include:

- Review of admissions and admission/1,000 Members (Medical and Behavioral Health)
- Review of bed days and bed days/1,000 Members (Medical and Behavioral Health)
- Average length of stay for inpatient admissions (Medical and Behavioral Health)
- ER utilization and health services utilization/1,000 Members
- Denials and appeals
- Other reports as needed to evaluate utilization of services by Membership

Procedures for follow-up on missed appointments

Providers must document attempts to conduct follow-up calls within 24 hours to all members who have missed appointments.

Member discharge from inpatient psychiatric facilities need to have follow-up within 7 days from the date of discharge.

SWHP requires that all members receiving inpatient psychiatric services must be scheduled for outpatient follow-up and/or continuing treatment prior to discharge. The follow-up/ outpatient treatment must occur within seven days from the date of discharge. SWHP providers will follow up with members and attempt to reschedule missed appointments.

Accessible Intervention and Treatment

SWHP promotes early intervention and health screening for identification of behavioral health problems and member education. Providers are expected to screen, evaluate, and treat and/or refer (as medically appropriate) any behavioral health problem.

Providers who need to refer members for further behavioral health care should contact SWHP Health Services Department.

Member Access to Behavioral Health Services

Routine, Urgent, and Emergency Services

Routine Care: Health care for covered preventive and medically necessary health care services that are non-emergent or non-urgent

Urgent Behavioral Health Situation: A behavioral health condition that requires attention and assessment within 24 hours but that does not place the member in immediate danger to himself or others and the member is able to cooperate with treatment

Emergency Services: Covered inpatient and outpatient services furnished by a provider that is qualified to furnish such services under the contract and that are needed to evaluate or stabilize an emergency medical condition and/or an emergency behavioral health condition, including post-stabilization care services.

Accessibility Standards

Appointment Standards and After-Hours Accessibility

Providers must offer the following service appointment availability:

General Appointment Standards:

- Routine/Non-Urgent Services within 14 calendar days, sooner if required
- Emergency Services Immediately, 24 hours per day, 7 days per week

Aftercare Appointment Standards:

- Inpatient and 24-hour diversionary service must schedule and aftercare follow-up prior to a member's discharge

Type of Appointment/Service Appointment must be offered:

- Non-24 hour diversionary with 2 calendar days
- Psychopharmacology services/ Medication Management within 14 calendar days
- All other outpatient services within 10 business days
- Crisis Intervention Services must be available 24 hours per day, 7 days per week
- Outpatient facilities, physicians, and practitioners are expected to provide these services during operating hours.
- After hours, providers should have a live telephone answering service or an answering machine that specifically directs a member in crisis to a covering physician agency-affiliated staff, crisis team, or hospital emergency room
- Outpatient providers should have services available Monday through Friday, from 8 a.m. to 5 p.m., CST, at a minimum, evening and/or weekend hours should also be available at least 2 days per week.
- Interpreter Services under state and federal law, providers are required to provide interpreter services to communicate with individuals with limited English proficiency.

**NOTE – Providers are required to meet these standards, and to notify First Care if they are temporarily or permanently unable to meet the standards. If a provider fails to begin services within these access standards, notice is sent out within one business day informing the member and provider the waiting time access standard was not met.*

Emergency Transportation

Emergency transportation by ambulance is reimbursable with limitation to basic life support

(BLS) ambulance services provided to the member in two situations:

- Emergency
- Non-emergency for the severely disabled

Emergency transportation does not require authorization. Ambulance transports are covered for emergent transports and for transport from facility to facility. SWHP staff will assist providers and members as needed to ensure appropriate transportation is available. Claims for ambulance transports should be submitted to the plan. SWHP staff will assist providers and members as needed to ensure appropriate transportation is available.

Wellness Programs

Scott and White Health Plan (SWHP) Wellness offers a variety of programming designed to meet the wellness needs of our population. Providing a comprehensive suite of effective resources and tools, we provide a tailored experience built on the demands of our members. As we strive to continuously provide the right care in the right place at the right time, it is our mission to promote a healthy lifestyle and empower our members to become an active participant of their healthcare team.

The Wellness Assessment

SWHP provides members with access to a National Committee on Quality Assurance (NCQA) certified online Personal Wellness Assessment as the initial step for identifying the needs of each member. Immediately upon completion, members are provided a summary of their responses and any identified potential risks in their personal health assessment. The personal health assessment also provides a plan of action on how members can utilize the online lifestyle management programs. Online lifestyle management programs are designed by healthcare professionals and are aimed at providing members educational resources on how and why to make healthier choices and personalized lifestyle changes.

SWHP Wellness offers a variety of online lifestyle management programs to assist members with healthy choices. Programs currently offered include:

- **Balance:** Manage Your Weight – Your mind, body and food habits are all key to managing your weight. Balance addresses all three to help you reach your goals and maximize your energy.
- **Nourish:** Eat Healthier – Nourish can help you improve your eating habits and your overall relationship with food, one bite at a time.
- **Relax:** Deal with Stress – Relax puts your sources and symptoms of tension under a microscope, then unveils strategies to help keep you calm under pressure.
- **Breathe:** Quit Smoking – Breathe gives you the skills to help conquer your cravings and say goodbye to cigarettes for good.
- **Care for Depression:** Care for Depression provides individualized help in the setting and at the time or your choice.
- **Dream:** Sleep Better – Short on energy and focus during the day? Dream is packed with research-based strategies for conquering sleepless nights.
- **Care for Your Health:** Care for Chronic Conditions – Be the quarterback of your health care team, not a spectator. Care for Your Health reveals tactics and secrets to help you handle any chronic condition.
- **Care for Pain:** Care for Chronic Pain – Your pain is unique and so is the way you respond to it. Care for Pain helps you focus more on the things that matter most to you.

Keeping pace with innovation

Every year brings new findings and research breakthroughs. Our Technology Assessment Committee (TAC) reviews new, replacement, and currently uncovered medical and behavioral procedures, devices, tests, and treatments for consideration of coverage. We evaluate all on the basis of efficacy, safety, and cost-effectiveness. New pharmaceuticals and biologicals are reviewed by our Pharmacy and Therapeutics Committee (PTC).

Coverage determinations apply to all SWHP facilities and providers. New advancements not approved by the TAC and PTC are considered to be experimental and investigational, and not covered benefits. Download our [Technology Assessment Program guide](#).

Technology Assessment Program Forms

- S&W Systems Providers Technical Assessment Form
- S&W Systems Providers Technical Assessment Form (Excel version)
- Non-S&W Systems Providers Technical Assessment Form
- Non-S&W Systems Providers Technical Assessment Form (Excel version)

8. Pharmacy Benefit Information

SWHP Pharmacy Services

The SWHP Pharmacy Services page on swhp.org contains all pharmacy related resources.

To access information regarding SWHP Pharmacy benefit services, visit swhp.org, click on "Providers" in the menu bar, and click on the "Pharmacy Resources" link.

<https://swhp.org/prov/pharmacy-resources>

SWHP Prescription Drug Lists (Formularies)

SWHP Formularies are posted on the SWHP website and can be accessed through the main menu to determine drug coverage. Changes to the formulary can be viewed at the link below. The formulary will indicate any restrictions to coverage, such as step therapy, prior authorization, or quantity limits. Formularies are updated on a quarterly basis on the website.

Request an Addition to the SWHP Drug List

Request a drug be considered for formulary addition to the SWHP Commercial formularies by the SWHP Pharmacy and Therapeutics (P&T) Committee by completing the Formulary Addition Request Form.

SWHP Upcoming Prescription Drug List Changes

View the monthly formulary updates from the SWHP P&T Committee

Reference the following link to view SWHP formularies, request a formulary addition, or view upcoming changes to the prescription drug list:

<https://swhp.org/prov/pharmacy-resources#prov-drug-list-formularies>

Pharmacy Benefit Drug — Prior Authorization & Exception Requests

Information regarding prior authorizations and exceptions for medications to be obtained through the pharmacy benefit can be found at:

<https://swhp.org/prov/pharmacy-resources#prov-medication-authorization>

Pharmacy Locations

Find network pharmacies by scrolling to the bottom of the page and clicking on Find a Provider

<https://swhp.org/en-us/>

Overview of Quality Improvement (QI) Program

Introduction

Scott & White Quality Improvement program is a comprehensive system designed to assess and continually improve the processes and outcomes of care and services provided to members and providers. The program identifies opportunities for improvement, develops interventions, and measures to improve processes of care and services, evaluates results of interventions, and identifies additional opportunities to improve care and services for internal and external customers, (i.e. members, providers, practitioners, regional partners). The scope of this program is broad and includes the monitoring of administrative processes, quality of care, quality of service, and utilization of services for corporate and regional operations.

All contracted providers are required to cooperate with the Utilization Management program and Quality Improvement program which include providing clinical data related to prior authorization requirements, cooperation with focused study data collection and medical record review requests, re-credentialing requirements, cooperation with complaint resolution, and verification required by federal and state regulations. The organization may use performance data in conducting quality improvement activities.

A covered entity must maintain reasonable and appropriate administrative, technical, and physical safeguards to prevent intentional or unintentional use or disclosure of protected health information in violation of the Privacy Rule and to limit its incidental use and disclosure pursuant to otherwise permitted or required use of disclosure. For example, such safeguards might include shredding documents containing protected health information before discarding them, securing medical records with lock and key or passcode, and limiting access to keys or passcodes.

Scope and Purpose

The scope of quality improvement activities includes quality improvement-related regulatory compliance and performance on measures of member wellbeing, care quality, and member experience. Monitoring measures and activities allows identification of areas of risk and opportunities for improvement so that corrective action and performance improvement can be initiated in a timely manner. Areas within the program scope include:

- Network Adequacy
- Coordination with Behavioral Healthcare
- Clinical Practice Guidelines
- Complaints and Appeals
- Delegation Oversight
- Credentialing
- Pharmacy Services
- Performance Improvement Projects (PIPs), Chronic Care Improvement Program (CCIP)
- CAHPS and QHP Enrollee Satisfaction Survey Data Collection and Reporting
- Potential Quality of Care Concerns/Issues
- Availability and Accessibility of Care
- Claims Payment Processes

- Care Management and Disease Management
- Customer Service
- HEDIS® Data Collection and Reporting
- Provider Satisfaction Survey Reporting
- Provider and Member Involvement and Education
- SNP Model of Care

QI Program Goals and Objectives

1. Establish QI as an entity-wide function by enlisting participation, input, and investment by providers, members, and stakeholders throughout the entity to accomplish QI initiatives.
2. Promote patient safety through identifying and responding to high-risk patient safety areas such as potential quality of care issues, sentinel events, potentially preventable admissions and readmissions, and adverse pharmaceutical utilization patterns.
3. Promote member wellness preventive care, and population health.
4. Promote high quality, effective, and comprehensive health care of chronic conditions.
5. Align activities to comply with federal and state guidelines as well as NCQA accreditation standards.

National Committee for Quality Assurance (NCQA) Accreditation

NCQA Accreditation is a comprehensive evaluation of health plans clinical measures and consumer experience measures. Standards are developed with the help of health plans, providers, insurance customers, unions, regulatory agencies and consumer groups. NCQA's Health Plan Accreditation is considered the industry's gold standard. NCQA Accreditation measures five areas of performance: Staying Healthy, Getting Better, Living with Illness, Access and Service, and Qualified Providers. To see how SWHP Providers measured up, click below:

<http://www.ncqa.org/report-cards/health-plans>

Healthcare Effectiveness Data and Information Set (HEDIS®)

HEDIS® is a registered trademark of NCQA. SWHP uses HEDIS® to measure clinical quality performance and evaluate areas of care: preventive services, treatment of acute illness, management of chronic illnesses, and patient experience with services provided (as measured through the CAHPS, a standardized survey used by all plans).

Clinical Practice Guidelines

Quality Improvement Sub-Committee (QIS) adopt clinical practice guidelines every two years. These guidelines are generally obtained from professional organizations with expertise in the area, but may be developed internally by designated board-certified specialists. The practice guidelines assist providers in standardizing evidence-based care in areas related to preventative screening/care, care of chronic medical conditions, behavioral health, and medication management.

The clinical practice guidelines are continually updated throughout the year and providers can access the most recent guidelines at <https://www.swhp.org/prov/medical-resources>

Providers may also contact their Provider Relations Representative to obtain a copy of the practice guidelines. The current approved clinical practice guidelines are provided below. QI encourages providers to review these guidelines and associated recommendations.

- Attention-Deficit/Hyperactivity Disorder (ADHD) Guideline
- Depression Screening and Follow-Up Guideline
- Asthma Guideline
- COPD Assessment Management and Use of Spirometry Guideline
- Hypertension Management Guideline

Appointment Availability and After-Hour Access Requirements



To ensure members receive care in a timely manner, Primary Care Providers (PCPs), specialty providers, and behavioral health providers must maintain the following appointment availability and after-hour access standards.

Appointment and Access Standards

Standard Name	Scott and White Health Plan requirement
Emergent	
Emergency Care	Immediately upon presentation at the service facility
Newborn	
Newborn Care (less than six months of age)	14 calendar days
Primary	
Urgent Primary Care	24 Hours
Routine Primary Care	Commercial and Medicaid: 14 calendar days Medicare: 30 calendar days
Specialty	
Urgent Specialty Care	24 Hours
Routine Specialty Care	Commercial and Medicaid: 21 calendar days Medicare: 30 calendar days
OB/GYN	
High-Risk Prenatal Care New Member of 3 rd Trimester Care	Five calendar days or immediately if an emergency exists
Routine Prenatal Care	14 calendar days
Preventive Care	
Preventive Care Child (6 months of age through 20 years of age)	60 calendar days
Preventive Care Adult (21 years of age and older)	Commercial and Medicaid: 90 calendar days Medicare: 30 days
Behavioral Health	
Care for a Non-Life-Threatening Emergency	Within 6 Hours
Urgent Behavioral Health Care	24 hours
Initial Behavioral Health Care	Within 10 business days
Routine Follow-up Behavioral Health Care	14 calendar days
Telephone Access	No centralized screening or triage used
After-Hours	
After-Hours Messaging	<ul style="list-style-type: none"> Coverage available 24 hours a day/7 day a week, 365 days a year Office phone is answered after hours by an answering service advising members of options for care After-Hour calls to be returned <30 minutes The office telephone is answered after-hours by an answering service that meets language requirements of the Major Population Groups and that can contact the PCP or another designated medical practitioner.

After-hour access requirements for Practitioner's



To ensure continuous 24-hour coverage, PCPs must maintain one of the following arrangements for member contact after normal business hours.

One of the following must apply:

- **Have the office telephone answered by an answering service that can contact the PCP.** All calls answered by an answering service must be returned within 30 minutes.
- **Have the office telephone answered after normal business hours by a recording.** The recorded message should direct the member to call another number to reach the PCP or another provider designated by the PCP. Someone must be available to answer the call at the second number.
- **Have the office telephone transferred after hours to another location** where someone will answer the telephone. The person answering the calls must be able to contact the PCP to return the call within 30 minutes.

The following are not acceptable:

- **Answering the office telephone only during office hours**
- **Answering the office telephone after hours with a recording telling members to leave a message.**
- **Answering the office telephone after hours with a recording directing members to go to the ER for needed services.**
- **Returning after-hours calls outside of a 30-minute time frame.**



If you have any question or need to update your clinic contact information, please contact your Provider Relations representative.