

# SWHP Provider Portal

***Online Tool to Check Member  
Eligibility/Benefits, Claim Status, and So  
Much More!***



# Log In or Register

- If you are currently registered to use the portal, enter your Email Address and Password.
- If you are not registered, click on **Sign Up Now**.

**Provider log in**

**Access provider portal**

Email Address

Password

Save Email [Forgot Password?](#)

**LOG IN**

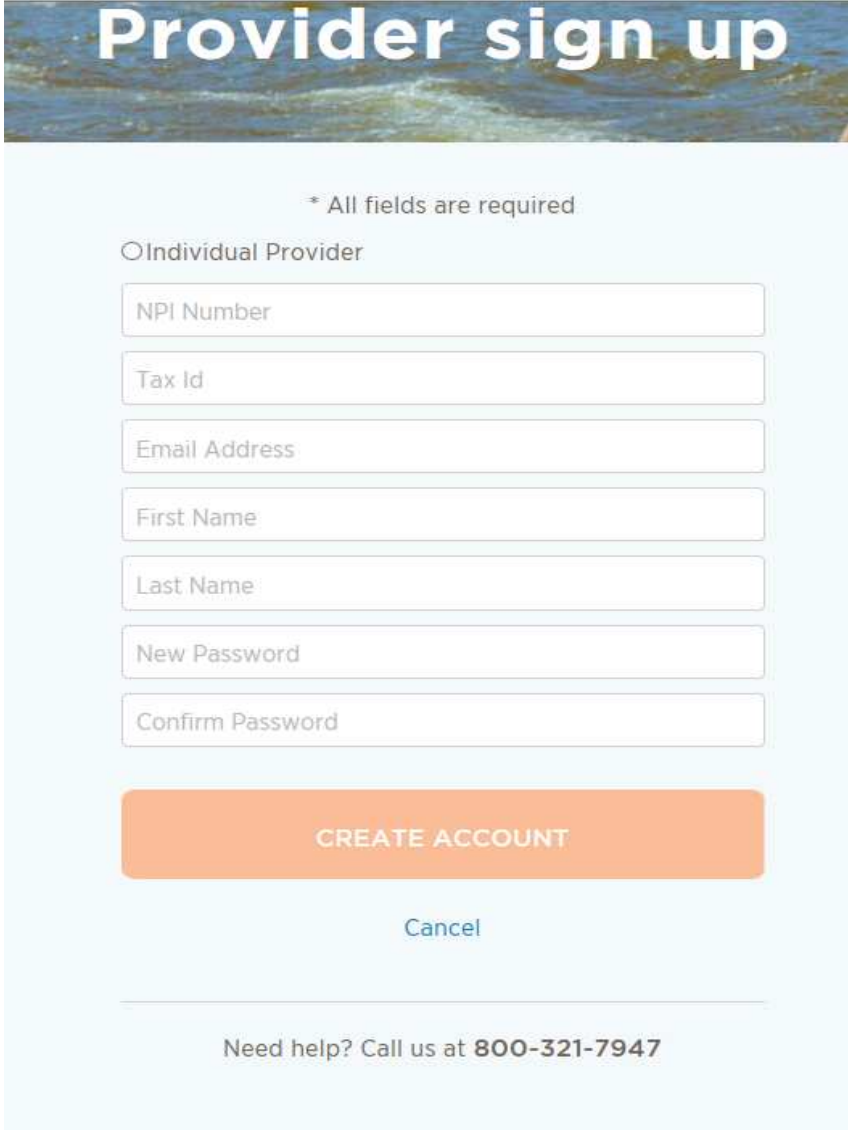
[Don't have an account? Sign Up Now](#)

---

Need help? Call us at **800-321-7947**

# Provider Sign Up

- Fill in all fields, and click on **Create Account**. *Note that all fields are required.*
- If the Tax ID and/or NPI entered match what SWHP has you setup with, your registration will be automatically approved and you will have immediate access to the portal.
- If the Tax ID and/or NPI entered does not match what SWHP has you setup with, then your account will not be automatically approved and you will need to call the number listed at the bottom of the screen for assistance.



The screenshot shows a web form titled "Provider sign up" with a header image of water. Below the title, a note states "\* All fields are required". The form includes a radio button for "Individual Provider" and several input fields: "NPI Number", "Tax Id", "Email Address", "First Name", "Last Name", "New Password", and "Confirm Password". A large orange button labeled "CREATE ACCOUNT" is positioned below the fields, with a "Cancel" link underneath it. At the bottom of the form, there is a line of text: "Need help? Call us at 800-321-7947".

# Forgot Password or Account Locked

## What should I do if I forgot my password?

- To reset your password, click on **Forgot Password**.
- Enter your email address that you used to register for the portal, then click **Reset**.
- A new password will be sent to the email address we have on file for you. (*If you do not see an email from us, be sure to check your spam folder.*)

## What should I do if I am locked out of my account?

- If you have been locked out, it is usually because you had too many unsuccessful login attempts. To unlock your account, please contact the SWHP Provider Relations Department via:
  - Phone: 800-321-7947, ext. 203064 or 254-298-3064 and select option 7
  - Email: [swhpproviderrelationsdepartment@sw.org](mailto:swhpproviderrelationsdepartment@sw.org)
    - *Include your name, Tax ID, NPI, username/email address, and phone number in your email*

# Forgot Password or Account Locked

## Provider log in

### Access provider portal

 Save Email[Forgot Password?](#)

LOG IN

Don't have an account? [Sign Up Now](#)

Need help? Call us at 800-321-7947

Your privacy is safe with us. To see how we protect your information check out our [Privacy Policy](#).

## Forgot Password

### Please enter your email address

RESET

[Back to log in page](#)

Need help? Call us at 800-321-7947

Your privacy is safe with us. To see how we protect your information check out our [Privacy Policy](#).

BaylorScott&White  
HEALTH

# Accessing SWHP Provider Portal

- Go to: <https://portal.swhp.org/ProviderPortal/#/login>
- Below is a screen shot of many of the tools available within the portal to assist you with your administrative processes.

## Powerful Online Tools



### ELIGIBILITY AND BENEFITS

CHECK MEMBER ELIGIBILITY AND BENEFITS.

CHECK ELIGIBILITY AND BENEFITS



### CLAIMS

SEARCH FOR YOUR CLAIMS AND CHECK CLAIM STATUS.

SEARCH CLAIMS



### FEE LOOK UP

LOOK UP FOR REIMBURSEMENT OF PROCEDURES AND SUPPLIES.

FEE LOOK UP



### PRE-AUTH CHECK

CHECK TO SEE IF A PROCEDURE REQUIRES PRE-AUTHORIZATION.

PRE-AUTH CHECK

# Tools and Features

- **SWHP Portal allows you to:**
  - Verify Eligibility and Benefits
  - Check Claim Status
  - Look Up Reimbursement Rates by Code
  - **Improved Feature** – Look Up Codes to Determine Prior Authorization Requirements
  - View Explanation of Claim Denial Codes
  - **New Feature** – Register as a Group Provider
  - Add Additional Providers to an Existing Registration (using individual NPI's)
  - **New Feature** – Submit Prior Authorization Request Forms
  - Submit Case Management Referral Forms

# Member Eligibility/Benefits

- Select **Member Search** on the dashboard and the *Members Search Criteria* page will display.
- Enter at least 2 fields in the search criteria.
- Click **Search** to display the results.

Home **Member Search** Provider Claims Look Up Tools Online Forms Log Out

Member Search Criteria

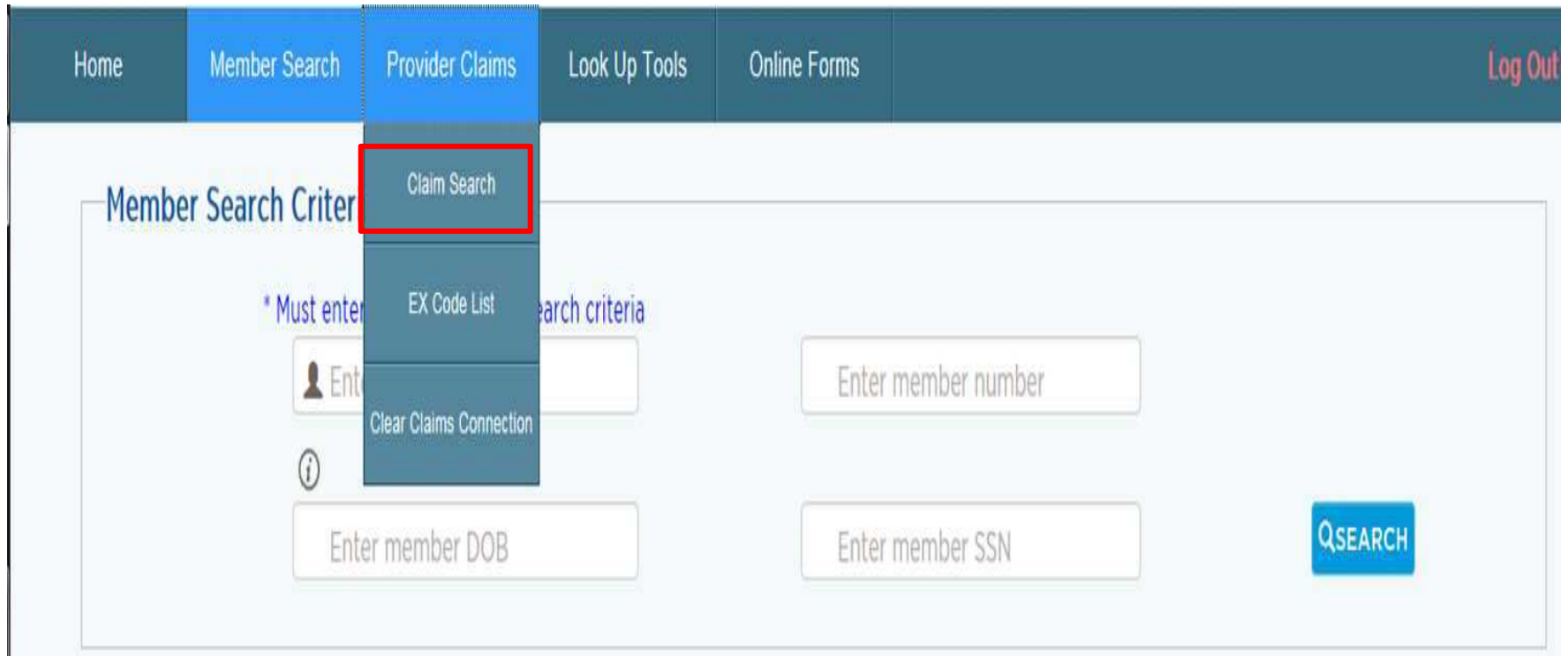
\* Must enter at least 2 fields in search criteria

*\* If the **Summary of Benefits (SOB)** document is not attached for the member you are looking up, please call the SWHP Provider Relations Department at 800-321-7947, ext. 203064 or 1-254-298-3064 and select option 7.*



# Check Claim Status

- Select **Claim Search** listed under **Provider Claims** on the dashboard and the *Claim Search Criteria* page will display.
- Enter the required information in the search criteria.
- Click **Search** to display the results.



The screenshot displays the Scott & White Health Plan dashboard. The navigation menu at the top includes 'Home', 'Member Search', 'Provider Claims', 'Look Up Tools', 'Online Forms', and 'Log Out'. The 'Provider Claims' menu is expanded, with 'Claim Search' highlighted in a red box. Below the navigation, the 'Member Search Criteria' form is visible, featuring input fields for 'Enter member number', 'Enter member SSN', and 'Enter member DOB'. A 'QSEARCH' button is located at the bottom right of the form. A red box highlights the 'Claim Search' option in the 'Provider Claims' dropdown menu.

# Check Claim Status

- After you obtain your claim search results, you can click on the 12-digit alphanumeric number listed under the **Claim No.** column to see *Claim Detail Information*.

Visit Date	Member	Claim No.	Type	Provider
07/30/2015		1234567F8900	Medical	DUANE

### Claim Detail Information

[SAVE](#)

**Claim Snapshot** | Service Details | Payment Information

DATE OF VISIT: 07/30/2015 | CLAIM NO.: 1234567F8900 | MEMBER: \_\_\_\_\_

PROVIDER: \_\_\_\_\_

AMOUNT BILLED	\$1413.00
- PLAN ALLOWED	\$605.32
- PLAN DISCOUNT	\$0.00
- PLAN PAID	\$605.32
PATIENT RESPONSIBILITY	\$0.00
COPAY	\$0.00
COINSURANCE	\$0.00
DEDUCTIBLE	\$0.00
<b>PATIENT MAY OWE</b>	<b>\$0.00</b>

If you cannot find a specific claim, it may be due to one of the following reasons:

- SWHP has not received the claim.
- There may be an issue with the claims clearinghouse.
- The claim is billed with a Provider Number/NPI that you don't have approval to view.
- The claims clearinghouse did not send the claim to us.

# Claim Denial Codes

- The *EX Code List* is a catalog of all claim denial codes and their definitions.
- Select **EX Code List** under **Provider Claims** on the dashboard and the *EX Code List* page will display.

Code Number	Description	Action
13	MEMBERS AGE IS NOT VALID FOR PROCEDURE	DENY
1A	BRS PROCESS SUCCESSFUL	PAY
1B	REPRICING SUCCESSFUL	PAY

# Clear Claims Connection

- Allows you to access the appropriate coding and supporting edit clarifications for services before claims are submitted.
- Determine the appropriate code or code combination representing the service for accurate billing purposes.
- Access the edit clarifications on a denied claim for billed services after an Explanation of Payment (EOP) has been received from the payer organization.

The screenshot shows a navigation menu with the following items: Home, Member Search, Provider Claims (highlighted), Look Up Tools, Online Forms, and Log Out. Below the menu, the page title is "PASS-THROUGH TERMS AND CONDITIONS (CLEAR CLAIM CONNECTION™)". The main content area contains a notice from Scott & White Health Plan regarding pass-through terms and conditions, followed by a list of three numbered items. A red box highlights the "Clear Claims Connection" menu item in the navigation bar.

Home Member Search **Provider Claims** Look Up Tools Online Forms Log Out

## PASS-THROUGH TERMS AND CONDITIONS (CLEAR CLAIM CONNECTION™)

Scott & White Health Plan has been notified of required revisions for the pass-through terms and conditions, via Documentation, due to other third party requirements.

1. Scott & White Health Plan licenses its Application Hosting Services (the "Application Hosting Services") that enables Scott & White Health Plan to disclose its code auditing rules and associated clinical rationale to Providers. Scott & White Health Plan provides access to such Application Hosting Services to its Providers subject to the terms and conditions contained in this agreement ("Agreement"), which may be updated from time to time at Scott & White Health Plan's or its licensors' sole discretion without notice.
2. Provider's right to access and use the Application Hosting Services is non-transferable, nonexclusive, and for the sole purpose of internal use within the United States.
3. Provider will limit access to the Application Hosting Services to (i) only employees and agents of Provider and (ii) only to the extent necessary to request the outcome of specific code combinations that Provider proposes to submit to Scott & White Health Plan regarding billing activity; and/or (iii) request information about submitted code combinations to evaluate the results of claims activity from Scott & White Health Plan only as related to Provider's practice management.

# Fee Look Up

- The *Fee Look Up* tool makes it very easy to get reimbursement estimates for procedure codes.
- The *Fee Look Up* tool is updated on a quarterly basis.
- Select **Fee Look Up** listed under **Look Up Tools** on the dashboard and the *Fee Look Up Criteria* page will display.
- To use the tool, follow these easy steps:
  - Select the appropriate **Region** from the drop-down.
  - Select the appropriate **Medicare Locality** from the drop-down.
  - Enter a **Procedure Code** in the designated field.
  - *If applicable*, select the appropriate **Modifier(s)** from the drop-downs.
  - Click **Look Up** to display results.

Home Member Search Provider Claims **Look Up Tools** Online Forms Log Out

**Fee Schedule Look Up: Complete Fee Look Up of Business and Current Year Contracts ONLY**

Valid ONLY For Pre-Auth Code Look Up Effective July 1, 2017 - September 30, 2017 [Instructions](#)

Fee Look Up Criteria

----- Select a Region -----


----- Select a Medicare Locality -----

Procedure Code

----- Select Modifier 1 -----

----- Select Modifier 2 -----

# Fee Look Up

- Additional Tips:
  - You can look up 7 procedure codes at a time using the  button located next to the **Procedure Code** field.
  - A link to the *Instructions* on how to use the tool are located to the right above the *Fee Look Up Criteria* box.

**Fee Schedule Look Up: Commercial Line of Business and Current Year Contracts ONLY**

Valid ONLY For Dates of Service July 1, 2017 - September 30, 2017

[Instructions](#)

Fee Look Up Criteria



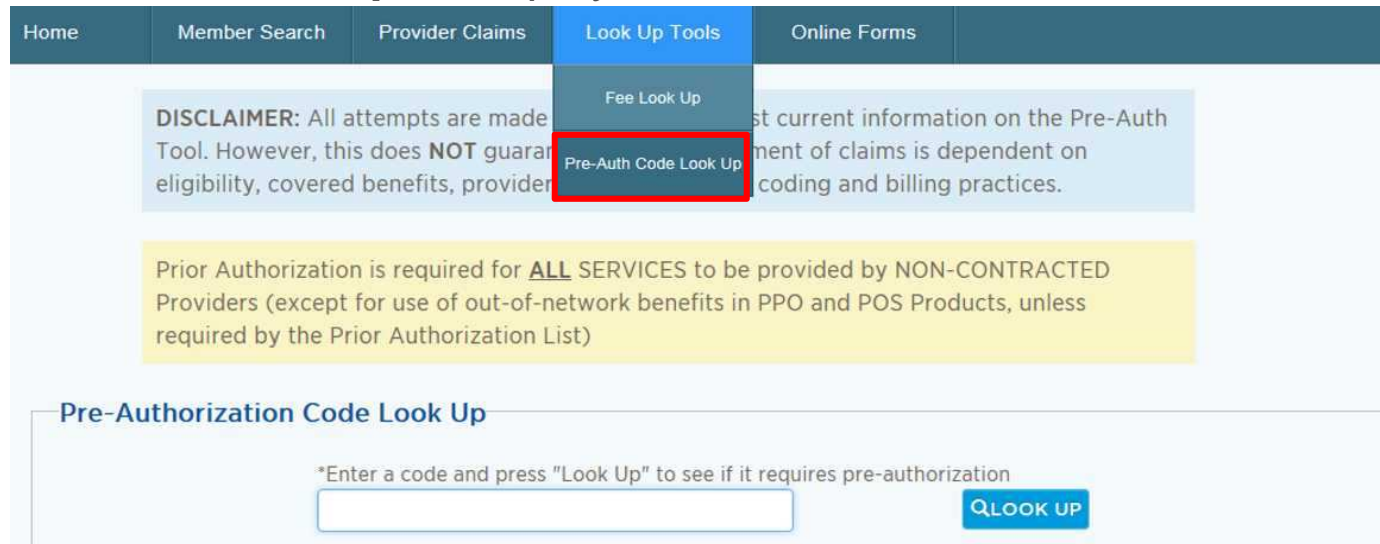
# Pre-Auth Code Look Up

- Medical services, procedures, supplies, and drugs that require prior authorization must be medically necessary and meet SWHP coverage criteria.
- A prior authorization is needed if you plan to refer a member outside of the SWHP network.
- You can view the SWHP Prior Authorization Lists online at:
  - Medical: <http://swhp.org/en-us/prov/auth-referral/medical>
  - Medications: <http://swhp.org/en-us/prov/auth-referral/medications>
- If you have questions regarding prior authorization requests, please call our Health Services Division at 888-316-7947 or 254-298-3088.

BaylorScott&White  
HEALTH

# Pre-Auth Code Look Up

- To help you determine the codes that require a prior authorization, you can use the **Pre-Auth Code Look Up** tool in the provider portal.
- Select **Pre-Auth Code Look Up** listed under **Look Up Tools** on the dashboard and the *Pre-Authorization Code Look Up* page will display.
- To use the tool, follow these easy steps:
  - Enter a valid **Procedure (CPT) Code** in the designated field.
  - Click **Look Up** to display the results.



The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Member Search', 'Provider Claims', 'Look Up Tools', and 'Online Forms'. The 'Look Up Tools' menu is expanded, showing 'Fee Look Up' and 'Pre-Auth Code Look Up', with the latter highlighted by a red box. A disclaimer is visible: 'DISCLAIMER: All attempts are made to provide the most current information on the Pre-Auth Tool. However, this does NOT guarantee that the payment of claims is dependent on eligibility, covered benefits, provider coding and billing practices.' Below this is a yellow box stating: 'Prior Authorization is required for ALL SERVICES to be provided by NON-CONTRACTED Providers (except for use of out-of-network benefits in PPO and POS Products, unless required by the Prior Authorization List)'. The main section is titled 'Pre-Authorization Code Look Up' and contains a text input field with the placeholder text '\*Enter a code and press "Look Up" to see if it requires pre-authorization' and a blue button labeled 'LOOK UP'.



# Case Management Referral Form

- If a member needs medical case management, behavioral case management, or a transplant, you can complete the *Case Management Referral Form* in the provider portal.
- Select **HSD Referral Form** from the Online Forms tab on the dashboard to access the *Case Management Referral Form*.

Home Member Search Provider Claims Look Up Tools Online Forms Log Out

## Case Management Referral Form

HSD Referral Form  
PA Online Form

Please do NOT use this form to request prior authorization (PA) for medical services, please fax the required PA form and fax cover sheet to 1-800-626-3042 or call 1-888-316-7947. This form is only used for transplant services. If PA is needed for medical services, please fax the required PA form and fax cover sheet to 1-800-626-3042 or call 1-888-316-7947.

\*Indicates required field.

### Requester Information

Name of Requester\*

# Prior Authorization Request Form

- *Prior Authorization Request Form* can be submitted electronically.
- Select **PA Online Form** from the Online Forms tab.
- After reading the instructions, scroll down and acknowledge that you have read and the form will be displayed.
- Once the form is completed, it can be submitted electronically.

The screenshot displays the Scott & White Health Plan Provider Portal. The top navigation bar includes links for Home, Member Search, Provider Claims, Look Up Tools, Online Forms, and Log Out. The 'Online Forms' menu is expanded, showing 'HSD Referral Form' and 'PA Online Form', with the latter highlighted by a red box. Below the navigation, the page title is 'Medical Authorization Form' with the subtitle 'PRIOR AUTHORIZATION REQUEST FORM FOR HEALTH CARE SERVICES'. A scrollable content area contains the following text:

*Please read all instruction below before completing this form. (scroll to the bottom to accept)*

*Please send this request to the issuer from whom you are seeking authorization. **Do not send this form** to the Texas Department of Insurance, the Texas Health and Human Services Commission, or the patient's or subscriber's employer.*

Beginning September 1, 2015, health benefit plan issuers must accept the Texas Standard Prior Authorization Request Form for Health Care Services if the plan requires prior authorization of a health care service.

In addition to commercial issuers, the following public issuers must accept the form: Medicaid, the Medicaid managed care program, the Children's Health Insurance Program (CHIP), and plans covering employees of the state of Texas, most school districts, and The University of Texas and Texas A&M Systems.

[s://portal.swhp.org/ProviderPortal/#/medicalAuth](https://portal.swhp.org/ProviderPortal/#/medicalAuth) request authorization by fax or mail when an issuer requires prior authorization of a health care service. An Issuer may also provide an

# Contact Information & Resources

- **SWHP Provider Relations Department:**
  - **Phone:** 800-321-7947, ext. 203064 or 254-298-3064
  - **Email:** [SWHPPROVIDERRELATIONSDEPARTMENT@sw.org](mailto:SWHPPROVIDERRELATIONSDEPARTMENT@sw.org)
- **SWHP Website:** <http://swhp.org/en-us/>
  - **Provider Specific Information:** <http://swhp.org/en-us/prov>
- **SWHP Provider Portal:** <https://portal.swhp.org/ProviderPortal/#/login>
- **SWHP Find a Provider Search:** <https://portal.swhp.org/#/search>

Baylor Scott & White  
HEALTH