

Provider Customer Service FAQ

Q: Has the Customer Service number changed?

A: Yes, but not for everyone. As members are moved to our new claims management system, the following things will change:

- 1) Their member ID number
- 2) Their Customer Service phone number
- 3) The Provider Portal where their information is housed

Q: How do I know which Customer Service number to call?

A: Please call the Customer Service number listed on the back of the member's current ID card. To reduce hold time, once connected, please select the option that is most appropriate to your query.

Q: What can I do in the Provider Portal?

A: The Provider Portal is a great self-service option for many common actions, including:

- Requesting an authorization
- Submitting a claim
- Appealing a claim
- Sending a secure message to Scott and White Health Plan
- And much more

Q: Which Provider Portal should I use?

A: The appropriate portal address for each member is located on the back of that member's current ID card. If the card is not available, you may try the following:

- If an SWHP member's ID number is 11 digits long, their information will most likely be on the legacy portal located at <https://portal.swhp.org/ProviderPortal/#/login>. For more information about using this portal, see this [SWHP Provider Portal training handout](#).
- If an SWHP member's ID number is 12 digits long, their information is more likely to be on the new MyScott&White Self-Service portal located at swhpprovider.firstcare.com. For more information about using this portal, see the MyScott&White Self-Service Provider Portal Guide.

Q: What's the best way to request a Prior Authorization?

A: You can easily do this in the Provider Portal or by calling 866.384.3488. Consult the member's current ID card to determine which portal should be used for that member.

Q: How do I contact the Provider Relations Team?

A: Contact information for the Provider Relations Team may be found [here](#).