



## IMPORTANT ANNOUNCEMENT

### The claims system for your Scott and White Health Plan TRS ActiveCare patients is changing

Scott and White Health Plan (SWHP) is transitioning to a new claims system in a phased approach that will affect Teacher Retirement System of Texas (TRS ActiveCare) members **starting 9/1/2020**. All claims for dates of service 09/01/2020 and after for TRS ActiveCare members will be processed in the new claims system.

#### Administrative changes, starting 9/1/2020 for SWHP's TRS ActiveCare members, are as follows:

- **Paper Claims Filing**

For dates of service 09/01/2020 and after, paper claims should be submitted to:

Scott and White Health Plan  
PO Box 211342  
Eagan MN 55121

- **Electronic Claims**

The Availity Payor ID will be 94999.

**Electronic Funds Transfer (EFT)**

New registration for EFT will be handled through Change Healthcare. Providers enrolled in EFT prior to 09/01/20 will **not** have to re-register with Change Healthcare.

- **Authorization Phone Number**

The Health Services Department phone number for prior authorization requests is 866-384-3488. This may be a change for some providers.

- **Customer Service Number**

The new Customer Service phone number for inquiries regarding TRS members is 844-633-5325. TRS members will receive new ID cards that show the new phone number.

- **Provider Portals**


The new provider portal address will be swhpprovider.firstcare.com. TRS members will receive new ID cards that show the new provider portal address. For members whose claims are not yet being processed in the new claims system, please continue to use portal.swhp.org/providerportal. You will receive notice as groups transition to the new claims system.

- **Provider Relations Contacts**

Information for your Provider Relations Team can be located here:


<https://swhp.org/Portals/0/Files/Forms/ProviderNews/SWHP-Provider-Relations-Representative-Territory-Map.pdf>


# Sample Teacher Retirement System of Texas (TRS ActiveCare) ID Cards




Group: TRS-ActiveCare  
 Group #:   
 Network:   
 Benefit Effective Date:

SUBSCRIBER	MEMBER ID	IN-NETWORK PLAN BENEFITS
John Sample DOB: 00/00/0000	00000000000	Adult PCP/Spec: Pediatric PCP/Spec: * Emergency Room: * Deductible: * Rx: *
<b>DEPENDENTS</b>		
Jane Sample	00000000000	
Jack Sample	00000000000	
Jill Sample	00000000000	
James Sample	00000000000	
Julie Sample	00000000000	
Joe Sample	00000000000	
Jackie Sample	00000000000	



**PHARMACISTS ONLY**   
 OptumRx® Help Desk: 855-205-9182  
 BIN: 610011 PCN: IRX  
 GRP: SWPBSWCP



**FOR PROVIDERS**

**Electronic Claims:**  
 Availability: 94999

**Paper Claims:**  
 Scott and White Health Plan  
 PO Box 211342  
 Eagan, MN 55121

**Prior Authorization:**  
 Visit the provider portal  
 Fax: 800-626-3042  
 Phone: 866-384-3488

**Provider Portal:**  
 swhpproviderfirstcare.com

**Card Issue Date:**  
 08/01/2020

**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 9-1-1 or go to the nearest emergency facility.
- **Customer Service: 844-633-6325** (TTY/TDD: 7-1-1)
- Telehealth options:
  1. Call MDLIVE: 800-718-5082
  2. Download the MyBSWHealth App
- 24/7 Nurse Line: 877-505-7947
- Self-Service Portal: my.bswhealth.com
- To avoid out-of-network costs and provider balance billing, find a provider at trs.swhp.org

CUSTOMER SERVICE: 844-633-5325 • trs.swhp.org