



SCOTT & WHITE HEALTH PLAN

Texas Friendly

Physician Office Visit Information

The Scott and White Health Plan (SWHP) is required to conduct office site visits to meet regulatory requirements of agencies such as the National Committee for Quality and Assurance (NCQA), Texas Department of Insurance (TDI), Texas Health & Human Service Commission (HHSC) and Centers for Medicare & Medicaid Services (CMS). If you have questions you may call toll free 1-800-321-7947 or (254) 298-3000. Department extensions are in the table below.

Topic	Purpose	When review will be scheduled											
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Quality Improvement (QI) Division: Phone toll free number above or 888-316-7947													
Healthcare Effectiveness Data and Information Set (HEDIS) Medical Record Reviews and Clinical Medical Record Review	HEDIS assesses adherence to best practice clinical and preventive care. Clinical Medical Record review assesses the quality of care, medical record keeping and continuity of care. PCP's are notified of findings in writing. Any issues identified during record reviews are evaluated by the Director of Systems Quality and addressed with the individual physician.		X	X	X	X							
Additional Medical Record reviews:	To collect data to guide QI studies, and assess compliance with SWHP clinical practice guideline recommendations.												
<ul style="list-style-type: none"> • Adult Immunizations • Pediatric Immunizations • Continuity of Care • Guideline Measurements 		X						X			X		
Office site visit following a complaint:	Follow-up on a complaint.	To be determined based on severity of complaint.											
Provider Relations-Phone toll free number above Ext: 3064 or (254) 298-3064													
Utilization Review Education for Physicians Orientation to SWHP	SWHP Medical Director and Provider Relations staff provides education and orientation for newly contracted physicians, and feedback concerning utilization reports.	At the time of initial contract and on-going as necessary											
Corporate Compliance (254) 724-6254													
Review Claim and Billing Issues	To determine accuracy of coded claim compared to actual service as reflected in the medical record. To provide feedback and education to providers on audit results and changes in regulatory requirements. Services provided by Scott and White system personnel for SWHP.	On-going as required											