

FAQ's

Q. I am unable to file my claims electronically at this time. I understand the reimbursement is much quicker when filing electronically. What is the mailing address for the claims department? Can I fax claims in?

A. We do not accept faxed claims. SWHP creates an electronic image of all claims. Faxed claims are difficult to capture a clear image.

Scott and White Health Plan

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Plano Texas 75026

Q. How do I request claims coding rules including bundling logic?

A. SWHP strives to be transparent in our payment processes. We provide access to Clear Claim Connection (CCC), a web based code auditing reference tool. (** provide link here**)

Q. We have situations where every claim for a specific patient denies for Coordination Of Benefit (COB) information. Is the patient responsible for providing this information?

A. Yes. The patient is responsible for providing COB information or notifying SWHP they have no other coverage. Several attempts are made to obtain this information.

Q. We have a financial agreement with our patients, they will be responsible for whatever insurance does not cover. Are we able to demand payment from the member?

A. The Explanation Of Payment or EOP indicates the patient share. You should not bill the patient in excess of the co-pay, coinsurance, deductible and non-covered charges.

Q. Can a provider notify SWHP of an overpayment and request a recoupment?

A. Yes.

Q. Why do we have to suffer denial of payment when SWHP retroactively terminates eligibility on a patient's plan when we confirmed eligibility and benefits at the time we