

Retractions / recoupments, Returned Checks, and Refund Checks

Retractions

Retractions are made for various reasons, including:

- Duplicate payment on a procedure.
- Incorrect payment on a procedure.
- Payment to the wrong provider.

Note: To initiate a retraction, please complete the Scott & White Health Plan [Provider Appeal Request Form](#).

Returned Checks

If a Scott & White Health Plan check is returned for an adjustment, attach all documentation with an explanation for the returned payment. Be sure to include a copy of the EOP, copies of prior payments and any other pertinent documentation explaining the payment discrepancy.

Send returned checks or misdirected (sent to the wrong payee) checks to:

Scott & White Health Plan
Attn: Voids and Refunds - Claims
2401 S 31st Street
Temple, TX 76508

Refund Checks

For all SWHP member claims, providers should send refund checks to reimburse money owed to Scott & White Health Plan to:

Scott & White Health Plan
Attn: Claims Department
P. O. Box 840523
Dallas, TX 75284 – 0523

You can also obtain status by calling into our Customer Service provider line at 1 800 321-7947 or direct 254 298-3000