

## **HEALTH SERVICES DIVISION PHILOSOPHY AND GOALS**

The philosophy of Scott and White Health Plan (SWHP) is to insure that its members receive personalized, high quality, cost-effective, comprehensive medical care. This health care should be consistently delivered by providers within the established Scott and White Hospital and Clinic system and/or through approved SWHP contracted providers.

In order to achieve our philosophical goals, the SWHP medical/nursing team utilizes the organized QA/UR plans to ensure members have access to high-quality medical care/treatment according to the provisions of their current SWHP benefit contract. Additionally, personalized case management by an assigned nurse Continuing Care Coordinator facilitates a comprehensive, multi-disciplinary approach to their care pre-to-post hospitalization which enhances the continuity of care and the quality of life.