

July 22, 2016

# Friday Focus

## Out-of-Network Referrals

Our Scott & White Health Plan (SWHP) members rely on you, as their health care physician, to assist them with obtaining in-network medical care, especially when they are facing a difficult medical situation. Members referred to out-of-network physicians and providers incur a greater financial burden, often when they cannot afford it. Also, coordinating with out-of-network providers for a patient's care details may prove more difficult to you and the rest of the in-network medical team. You can assist our members and your patients by referring them to physicians and providers that are in-network with SWHP, especially for inpatient, imaging, and laboratory services.

While we understand that SWHP members may request to go out-of-network, and at times may need to go out-of-network, we want to encourage you to help them understand the implications of obtaining health care services from an out-of-network physician or provider. The most critical implication is impeding our ability to ensure members receive efficient, high-quality care. To find SWHP in-network physicians and providers, please visit the SWHP 'Find a Provider' online search located at:

<https://portal.swhp.org/#/search>.

We also want to remind you that all out-of-network services require prior authorization. To review the SWHP Prior Authorization Lists and obtain a copy of the Authorization Request Forms, please visit our website at:

<http://swhp.org/en-us/prov/auth-referral/medical>.

If you have any questions regarding this Friday Focus, please do not hesitate to contact the SWHP Provider Relations Department at 1-800-321-7947, ext. 203064 or 254-298-3064. All Friday Focus articles are available on the SWHP site at:

<https://swhp.org/en-us/prov/news/providers-friday-focus>.

As always, we appreciate your partnership and the high-quality care you provide to our members, your patients!

**Michael Hawkins, MD**  
**Scott & White Health Plan**  
**Interim Chief Medical Officer**

