

THE INSIDE STORY

In This Issue

Scott & White Health Plan is Texas and Regional Leader in NCQA Health Insurance Plan Rankings.....	2
SWHP proudly celebrated a milestone birthday of SWHP on October 13th.....	3
Consumer Assessment of Healthcare Provider Systems (CAHPS) CAHPS.....	4
Healthy Communities: Come to Dinner Tonight.....	5
Notice From Provider Relations: Upgrades to MyBenefits..... Provider Data Verification..... Provider Information Confirmation/Change Form.....	6 6 7
Notice to Providers from SWHP Credentialing: Board Certification Requirements.....	8
SWHP PPO Network	8
New Reimbursement Policies.....	9
Customer Advocacy: Changes In Customer Advocacy Phone System.....	10
Provider Updates From Claims: Outpatient Facility and Ambulatory Surgery Centers Notification..... Rapid Claims Processing Program Instituted.....	11 12
Corporate Compliance Fraud, Waste and Abuse.....	13
Featured Article by Ian Goodman, MPH: The MEND Program-Fighting Childhood Obesity.....	13
Prescription Services Update for Providers: SWHP formulary documents..... SWHP Pharmacies Do Far More Than Dispense Your Prescriptions.....	14 15
Policy Update / New Policy Releases Scott & White Health Plan Medical Coverage Policies Update.....	16
The Inside Story Staff.....	18

Scott & White Health Plan (SWHP) works throughout the year to better serve our valued providers. We do this in many different ways, such as looking for ways to improve processes and implement programs that will positively impact your interaction with SWHP members. In our newsletter this quarter we are highlighting two programs that work towards that goal. On page 4 you will find information on CAHPS, the Consumer Assessment of Healthcare Provider and Systems. On page 5 we have information on a new nutrition program, which is part of our Healthy Communities goal.

The below recent Friday FOCUS topics can be found on SWHP website:

<http://swhp.org/homepage/providers/fridayfocus>

HEDIS® 2013

SWHP 2012 Annual Provider Satisfaction Survey

When are “caHps” not hats?

Would you like a vaccine with your milk?

Imagine the best image: revisited

A Case for Case Management

Weight Matters: Now it's easier to help your patients lose weight! – And it's FREE!

Choosing Wisely. Continued (ASCO and AGA) recap and continuation of Choosing Wisely

Choosing Wisely. Continued (ACC and ACR) recap and continuation of Choosing Wisely

Palliative care is only for end of life patients. True or False?

Scott & White Health Plan is Texas and Regional Leader in NCQA Health Insurance Plan Rankings

Scott & White Health Plan leads all health plans in Arizona, New Mexico, Texas, Oklahoma, Louisiana, Mississippi and Alabama in national rankings for Medicare HMO products and private health insurance.

According to the NCQA (National Committee for Quality Insurance) Private Health Insurance Plan and Medicare Health Insurance Plan Rankings, 2012-2013, Scott & White is the highest-ranked Medicare HMO in Texas, with a national rank of 44. SWHP is also the highest-ranked private HMO in Texas, with a national rank of 161. The rankings mean Scott & White Health Plan leads in a seven state region spanning parts of the South and Southwest.

The rankings are based on evaluations of 474 private Health Insurance Plans and 395 Medicare Health Insurance Plans nationally. The NCQA rankings are based on a combination of effectiveness of clinical care, member satisfaction and NCQA Accreditation. NCQA's Health Insurance Plan Rankings for 2012-2013 used the agency's established rankings methodology, which has been used and widely recognized since 2005.

Scott & White Health Plan's consistent performance over the past several years in disease prevention and treatment initiatives and patient access and satisfaction, contributed to its ranking as the leading provider for both Medicare HMO and private insurance in the state.

"It is gratifying to receive these recognitions," said Allan Einboden, president and chief executive officer of Scott & White Health Plan.

"But the real honor is in knowing we have provided a level of service to our members that helped them achieve and maintain healthier lifestyles and receive high quality patient care."

As a not-for-profit HMO, Scott & White Health Plan has invested in the communities it serves by delivering programs such as screenings, well child exams, and disease management consults. It has also worked to advance medical care for its members through quality measurement and improvement initiatives.

"We are constantly looking for ways to translate our quality data into services that will assist us in achieving our ultimate objective: building healthy communities," said Einboden. "It is how Scott & White Health Plan will contribute to the transformation of the present state of health care in the U.S."

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care.

SWHP proudly celebrated a milestone birthday of SWHP on October 13th.

SWHP is 30 years old. Our current service area covers 38 hospitals, 15 pharmacies and over 225,000 members in a 71 county radius. Over the years SWHP has built a reputation to be proud of. Numerous nationally recognized publications, including U.S. News and World Report and Newsweek Magazine name SWHP as a leader in their industry. In addition, SWHP was recently named the top health plan in Texas by The National Committee for Quality Assurance. Says Allan Einboden, CEO of SWHP, "As we celebrate this anniversary, we are mindful of the many dedicated employees and members before us who helped drive growth and success."

SWHP plans to advance its rich tradition of patient-centric service, growth and innovation. By 2018 we plan to double our membership and develop leading-edge programming around prevention, wellness and diabetes management. Areas such as workplace wellness and worksite clinics are part of this new thinking as SWHP diversifies itself within the ever-changing landscape of healthcare. Through strategic relationship with health-care providers and hospitals, dedicated employees and loyal members, SWHP is positioned for success now - and for decades to come.

Happy Birthday SWHP!



Consumer Assessment of Healthcare Provider and Systems (CAHPS)

CAHPS

We recently received Health Plan results on our member's experience with the plan. Physician specific measures include a member's perception on

- Getting Needed Care
- Getting Care Quickly
- How well Doctors Communicate
- Rating of Personal Doctor
- Rating of Specialist

Our plan performed very well on the measures for "How well Doctors Communicate" followed by slightly lower ratings, but still high for a member's rating of their Personal Doctor and Specialist. However, our performance was low on our member's feeling that they received needed care and/or received that care quickly.

To respond, the Health Plan has created the **MEMBER PROMISE**. This promise has been in effect for a year. If our members are having difficulty securing an appointment, the Health Plan is another source for assistance. We want to help you also. With 3000 physicians in our network, we have had outstanding success in getting our members seen. If you notice a member needs extra support, please let us help you as well. Let your members know that we are here to help insure they receive access to the care they need.





Come to Dinner Tonight!

Scott & White Health Plan (SWHP) knows how important good nutrition is for you and your patients. The Dinner Tonight Health Cooking School is a great solution for busy families who care about good nutrition, or those who are looking for help in making the transition to a healthier lifestyle.

You and they can join us for the Dinner Tonight Healthy Cooking School! This event is taking place on Tuesday, November 13, 2012 from 6:00-8:00 p.m. at the SWHP Building in Temple. This event will feature recipe demonstrations that promote Texas agriculture, as well as demonstrations on just how to prepare easy and nutritious meals in 30 minutes or less. Learn more about eating healthy while saving time. The cost of the cooking school is \$20 which includes both food and take-home recipes. Pre-registration is required. Register early, these events fill up fast. You can register by contacting Chelsea Stevens, your local County Extension Agent, at 254-933-5305. The doors will open at 5:30 p.m.

"While there are many groups who conduct cooking schools, we believe the Dinner Tonight Healthy Cooking School has a unique niche," says Dr. Susan Ballabina from Texas A&M. "Our demonstration recipes are cost effective, easy to prepare and fit into a healthy meal plan. Busy people who still want to make time for meal preparation and feel good about what they are feeding themselves and their family will benefit from this program. Our goals are to promote family mealtime, teach families healthy meal planning and food preparation techniques, and promote Texas agriculture."

This program is jointly sponsored by Scott & White Health Plan and Texas A&M Agrilife Extension and is open to the general public.

For more information contact Chelsea Stevens at 254-933-5305! Scott and White Health Plan is at the junction of Kegley and Airport Road in Temple at 1206 West Campus Drive, Temple, TX.

Notice From Provider Relations:

Upgrades to MyBenefits

We're pleased to inform you of some exciting upgrades to the MyBenefits link on the Provider Portal of the SWHP.org website!

<http://www.swhp.org/homepage/providers/myplan-provider-module>

Effective immediately SWHP will begin to roll out these upgrades to better serve our provider partners.

Existing users already set up in MyBenefits don't have to do anything the new features will be accessible automatically.

You will now be able to view pending and finalized claims as well as receipts from the clearinghouse. If you have submitted the claim but don't see it you will get a popup message letting you know to contact your clearinghouse.

If you are new to SWHP Provider Portal or have not checked in with us in a while we have exciting news for you too! In just a couple of weeks this upgrade will allow you to self-register and all that you need is your NPI and Tax ID.

Go to SWHP.org/providers to enter your information electronically and you will be able to assign your own user id and password. If you are a multi-specialty group you will also find instructions on how to setup your group.

How will this work? Once you have completed and electronically submitted your form you will receive a ticket # verifying receipt. If everything is correct, you will then receive a confirmation email with your user id and password. You are then ready to access the site. If there are issues, you will receive an email with information on how to contact SWHP Provider Relations for further instructions. It's that simple!

If you have any problems with the MyBenefits link you can contact Rebecca Castilleja, Administrator for MyBenefits, at 254 298 6131 for assistance. Please leave a message with your name, the provider name, NPI #, Tax ID # and the best time to return your call. The mailbox will be checked regularly and calls will be returned within 24 hours.

Thank you.

Maria C. Lima-Leite MPA/HA
Vice President of Medical Delivery Development
Scott & White Health Plan

Provider Data Verification

REMINDER: Having your most current data on file helps reduce issues and improve claims payments. The SWHP Provider Relations department recently mailed all active providers a *Provider Data Verification Letter* which included a *Provider Information Confirmation/Change Form*.

It is extremely important that you complete and return this form to us as soon as possible. Please return the form to us by fax or mail (information at bottom of form). If you did not receive a letter and form, please contact the Provider Relations department at (800) 321-7947, ext 3064 or (254) 298-3064. Thank you for partnering with us to provide quality care to our members!



The one Texans trust.

PROVIDER INFORMATION CONFIRMATION/CHANGE FORM

FIELD NAME	CURRENT INFORMATION	CHANGES/UPDATES
Provider Name		
Group Name		
Tax ID #		
SSN		
Group NPI		
Group TPI		
Facility/Individual NPI		
Facility/Individual TPI		
THSteps (EPDST) #		
Primary Taxonomy		
Medicare #		
License #		
DOB		
Gender		
Ethnicity		
Specialty		
PCP or Specialist		
Board Certified*		
<i>*If Yes, please list specialty?</i>		
Hospital Based (Yes/No)		
Hospital Privileges*		
<i>*Please list name of facility.</i>		
Accepting New Patients - COMMERCIAL		

Notice to Providers from SWHP Credentialing:

Board Certification Requirements

Scott & White Health Plan requires physicians to have current American Board of Medical Specialties (ABMS) board certification (or be in the active process of obtaining such) in the specialty in which they practice. If a physician lets their certification lapse, SWHP requires that each year they obtain at least 50 AMA Physician Recognition Award (PRA) or equivalent CME credits, of which 25 must be Category I. Twenty five of those 50 credits

(Category I, II or combination) must be in the field in which the physician is practicing medicine. Failure to complete the 50 CME credits per year may result in failure to be an eligible practitioner within SWHP's network.

If you have any questions regarding these requirements or SWHP Credentialing please contact Donna Hoff, BSN, RN, Credentialing Coordinator at dhoff@sw.org.

SWHP PPO Network:

Scott & White Health Plan (SWHP) has offered a new PPO plan to our members since July 1, 2012. In preparation for that new PPO plan, all SWHP network providers were sent an amendment to their contract in fall, 2011 to ensure they would be able to see these PPO members.

We sent a follow-up mailing to our SWHP providers in Spring, 2012 to providers that had not yet signed the PPO amendment so that they would have the opportunity to see the PPO members. Nearly all SWHP providers have signed up, but we still have some SWHP providers that have not yet signed.

This is a great opportunity for your practice to see new (or in many cases, existing) SWHP patients who have the PPO plan. No changes are needed beyond signing the amendment to your contract. This will make sure you are in network for the PPO, and will allow PPO members to see you at the in-network benefit. Otherwise, these SWHP members are treated the same as any other SWHP commercial product. If you have any questions, please contact Provider Relations, or just request a PPO amendment on the SWHP provider webpage.

New Reimbursement Policies

Scott & White Health Plan is in the process of updating its reimbursement policies to ensure they are consistent with standard practices and industry standards. All reimbursement policies can be found on the SWHP web page at <http://www.swhp.org/homepage/providers/payment-policies>. Any new or modified reimbursement policies will be on the website for at least 30 days before their effective date in order to allow comments by affected providers.

Two new reimbursement policies are in effect as of September 15, 2012. They are:

Readmission within 30 days

This policy identifies the SWHP position and processes regarding payment for readmissions of a member to a hospital within thirty (30) days of a previous hospital discharge.

Never Events/Hospital Acquired Conditions

This policy states the Scott & White Health Plan (SWHP) position regarding payment for serious preventable events and hospital acquired conditions.

Additional reimbursement policies will be added over the next several months. If you have questions or comment regarding such policies, please contact SWHP Provider Relations.



Changes In Customer Advocacy Phone System

In an effort to better serve you, our customers, Scott & White Health Plan (SWHP) continually strives to look for ways to improve processes and increase productivity. SWHP has implemented a new phone system which will greatly improve the service to our members and providers by enhancing the overall call-in experience.

Starting August 21st, several enhancements were put into place in the Customer Advocacy department. While they will be behind the scenes and not readily noticeable, they will go a long way towards streamlining the call process and alleviating some of the frustration with wait time and the need for call backs.

First, calls into Customer Advocacy will be routed to an Advocate trained to handle specific member plan types. This is known as “Call Segmentation” and will enable Advocates to have a deeper understanding of specific member issues. We will also initiate Interactive Voice Response, or IVR, which will be used to query the member’s number or social security number to ensure the call is routed appropriately. Our Customer Advocates will have a new tool called “Screen Pop”, allowing them to see member demographic information. For you it is very simple, when you call in, the system will prompt you to say or enter a member number or social security number. This process will enable the phone system to route the call to the correct SWHP Customer Advocate specifically trained on that member’s plan.

SWHP’s goal when making changes is to make the process of getting information easier for our members and providers and to provide the best possible service. We also strive to create efficiency for our Customer Advocates and throughout SWHP. Please enjoy the enhanced services of our SWHP Customer Advocacy Department.



OUTPATIENT FACILITY and AMBULATORY SURGERY CENTERS NOTIFICATION Of Impeding Edits to Start 12/1/2012

In the continuing efforts of Scott & White Health Plan to standardize claims submission and editing protocol: Effective 12/01/2012, Scott & White Health Plan will begin editing all submitted Outpatient & Ambulatory Surgery Center claims against established industry standard edits with regards to Unbundling, Re-bundling, Multiple procedures indications, incidental and mutually exclusive procedures, appropriate Place of Service to procedures rendered, as well as appropriateness of other services rendered during the outpatient session. These edits were established and aligned to Scott & White Medical Policies utilizing guidelines established by CMMS, AMA, AHA, and other professional associations and Board of Specialty organizations seen as “industry standard experts”.

Rights to Appeal Payment Determinations:
Providers receiving claim denials resulting for the new edits implemented for claims received and/or adjudicated on or after 12/1/2012; which the Provider feels are inappropriate or do not apply to the provider’s specific claim, may file a written request for appeal of payment determination with the Health Plan for individual reconsideration. Providers filing appeals with regards to these specific edits for Outpatient and Ambulatory Surgery Center claims editing are high encouraged to include specific rules / guidelines which they feel solidifies the providers’ position of inappropriateness. All appeals will be handled in a timely manner with response provided back to the provider of the appeal determination within the guidelines established for response to provider appeals.



Rapid Claims Processing Program Instituted

Scott & White Health Plan (SWHP) strives to improve performance for members and provider communities. The results of these improvements should be making a difference in your operations:

- SWHP has instituted a rapid claims processing program and providers should see an EOP within 14 to 15 days after claim submission.
- SWHP is averaging a 2 week appeals process time from the day of receipt.

To illustrate the improvements that SWHP has made in 2012, we have measured ourselves against National Health Plan Operations. Please see below:

Claims Payment trends Among National Plans Operations vs. SWHP			
Payer	Days in Accounts Receivables	First Pass Resolution	Eligibility Accuracy
SWHP	19.3	98.7%	97.2%
Carrier A	23.3	96.1%	98.5%
Carrier B	25.3	95.5%	97.4%
Carrier C	26.6	96.1%	98.0%
Carrier D	24.8	96.4%	96.0%
Carrier E	26.5	95.9%	93.6%
Carrier F	26.2	96.2%	94.7%
Carrier G	24.1	96.2%	97.7%
Carrier H	28.5	94.6%	97.7%
Source of Information: Athena Health 2012 Payer Ranking, June 2012			

The efforts that SWHP has taken over the course of 2012 should have significant positive results for your practice.



FRAUD, WASTE AND ABUSE

We need your help to fight fraud and abuse. If you become aware of anything that you feel is fraudulent, suspicious or non-compliant, please contact SWHP Compliance Officer, Pamela O'Bannon, at 254-298-3494 and report it. If you wish to remain anonymous, you can call our 24-hour hotline (1-888-484-6977) to report an allegation anonymously.

Read more about how to recognize and report fraud, waste or abuse at www.swhp.org/news.

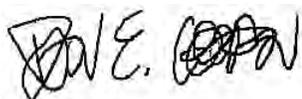
Featured Article by Ian Goodman, MPH:

National Childhood Obesity Awareness Month: The MEND Program – Fighting Childhood Obesity

Obesity has become an epidemic in the United States, and Texas has not escaped the problem. Pediatric obesity has followed the same trend; one-third of Texas children are overweight or obese. With the prevalence of chronic disease already on the rise, these facts present a significant public health concern. Children who are obese are more likely to be obese as adults and are more likely to suffer from chronic diseases including diabetes, cardiovascular disease, and metabolic syndrome.

As a not-for-profit community based health plan, Scott and White Health Plan (SWHP) has a goal to not only support the provision of quality care, but to also give back to the community of central Texas. To fulfill this mission, SWHP has invested energy, time, and resources in the MEND program to help fight childhood obesity. MEND is a free healthy lifestyle program for 7-13 year olds who are above a healthy weight. The program consists of twenty 2-hour courses spread over ten weeks. MEND stands for mind, exercise, nutrition, and “Do it!” Each of these represents a part of the program that focuses on a different aspect of the obesity problem from behavior change to putting education into practice. The comprehensive program teaches parents and children in a group setting. After completion of the program the participants have higher confidence by learning to read and understand a nutrition label allowing them to effectively shop at the grocery store for healthy foods. They also learn to exercise through play.

SWHP has partnered with Scott and White Healthcare, the City of Temple, and the Waco Y.M.C.A to deliver the MEND program. The Temple MEND program starts again on September 29th. To register for MEND, contact Brock Boone at 254.298.5737 or visit templeparks.com



Ian Goodman, MPH
Health Risk Coordinator, Scott & White Health Plan

Prescription Services Update for Providers:



Scott & White Health Plan (SWHP) has previously distributed written copies of SWHP formulary documents. In an effort to ensure our providers have current and timely formulary information, SWHP will no longer be distributing written copies. For the most up-to-date SWHP formulary information (pharmaceutical management procedures), SWHP encourages providers to visit our web site.

SWHP formulary information can be found on the following web sites:

- Go to **www.swhp.org** under the Providers tab and click on Drug Formulary.
- For providers with access to **S&W InSite**, go to the Physician Resources tab and click on Pharmacy Services.
- The following formulary documents are available on the above web sites:
 - SWHP alphabetical formulary
 - SWHP therapeutic category formulary
 - SWHP Specialty formulary
 - SWHP SeniorCare Rx formularies
- Information regarding monthly formulary updates and availability of new generics will also be posted.

If you have any questions or wish to obtain a printed copy of the SWHP formularies or pharmaceutical management procedures, please contact Scott & White Prescription Services at (800) 728-7947.

SWHP Pharmacies Do Far More Than Dispense Your Prescriptions

Do you know how many services SWHP pharmacies offer? Not only to SWHP members, but potentially to all your patients as well? Other major pharmacies all advertise heavily that they provide flu and other immunizations for adults. While these are convenient, and help our patients get shots they present large issues for Scott & White clinicians:

1. These pharmacies do not provide the immunization information back to our medical records departments; so as care providers we have no idea what immunizations our members may have received and that are a real issue.
2. Chain pharmacies do not provide SWHP with these data for needed HEDIS scores so we could be doing a great job but get NO credit for it.
3. SWHP pharmacies not only provide immunizations, they record the service in Nextgen and alert you, the provider that the immunization was given.

Scott & White has a number of truly convenient and coordinated ways for all our patients to get all needed immunizations. These immunization services are free to SWHP members. When you encourage your patients to get their shots within the S&W system, you are sending them to SWHP pharmacies for truly professional, convenient and coordinated care.

S&W pharmacies that can provide immunizations include: Bryan/College Station, Arrington Road, Belton, CDM, Canyon Creek, Killeen, Salado and Waco. Several of these pharmacies are conveniently located near universities. SWHP will offer immunizations at all our pharmacies by the end of the year. Immunizations offered are administered by a Pharmacist certified in immunization delivery and include Zostavax, meningitis, pneumovax, hepatitis, flu, Tdap and HPV.

Our SWHP pharmacists document the administration of vaccines into NextGen or DWP (which ties into the immunization record in NextGen) if the patient identifies that they are being seen by a provider in the S&W system and the S&W primary care provider should also receive a complimentary email informing them that their patient received a vaccine.

Other ways our SWHP provides unique value to our SWHP members (only) include: waiving co-pays for several chronic conditions if the SWHP members participate in condition guidance and coaching programs provided by our pharmacists. Topics include diabetes, hypertension, asthma and CHF.

The pharmacy also offers individualized medication therapy management (MTM) services to qualified patients at no additional cost. Our Health Plan copayment waiver MTM program is tailored for patients with chronic disease states – diabetes, hypertension, asthma, and congestive heart failure. Pharmacists meet with patients regularly to monitor their disease state, encourage medication adherence, and provide education on lifestyle modifications. Through collaborative practice with physicians, pharmacists create individualized treatment plans for patients and review their progress at follow-up visits.

Our Medicare Part D MTM program focuses on senior members who are taking multiple chronic medications. Pharmacists conduct one-on-one medication therapy reviews to educate patients about their medications, assess for drug safety and efficacy, and recommend ways to reduce drug costs. Overall our MTM services empower patients to take an active role in managing their health and medications.

Continued on page 16

Scott & White Health Plan Medical Coverage Policies Update

We are pleased to announce the release of the following Medical Coverage Policies. You can find these policies on our website.

The Scott & White Health Plan Medical Coverage Policies are reviewed on an annual basis to assure continued relevance and to keep them current. This review is conducted by SWHP medical directors. Each policy is reviewed using a number of resources such as:

1. Medical literature
2. Hayes Technology® database
3. InterQual® guidelines
4. SW Technology Assessment Determinations
5. Specialty Society or other national guidelines

Once policies have been reviewed by the medical directors, they are sent for specialty review. Recommendations from the specialty reviewers are considered at a subsequent Medical Director Committee meeting and a final decision on the content of the policies under consideration is made.

The review process for the above policies has been completed and they have now been published to the website. Your comments and suggestions regarding the Medical Coverage Policies are always welcome and may be forwarded to Dr. David Krauss DKRAUSS@swmail.sw.org.

SWHP Pharmacies Do Far More Than Dispense Your Prescriptions *Continued from page 15*

Coming soon there's a new Scott and White program designed to help us all combat weight and obesity. You will hear more about this in the coming months. Our SWHP pharmacists will not only be able to provide coaching and support on health with weight loss, they will also be able to provide meal replacement therapies and the pharmacies will be stocking multiple flavors of Nutrimed soon. Stay tuned as this special program is rolled out later this Fall.

S&W Pharmacies accepts all major insurance plans and we can administer vaccines to non-SWHP patients (including BCBS/Medco for TAMU employees for example).

For more information contact:
254-933-6010.

Thanks for reading and for the quality work you do. Check out the SWHP website at SWHP.org for more information.

SWHP Updated Medical Policies

Number	Title	Comment
016	Balloon Dilatation of the Prostate	
026	Dental Services	New
027	Diathermy for Pain	
032	Extracorporeal Shockwave Treatment	
040	Gynecomastia Surgery	
061	Artificial Disc Replacement	
074	Occipital Nerve Stimulation	
128	Phototherapy	New
205	Double Balloon Enteroscopy	New

Number	Title	Comment
005	Arthroscopy for Osteoarthritis of Knee	
008	Platelet Rich Plasma Product	NEW
009	Bone Growth Stimulator	
012	Compression Stockings	
078	Spinal Cord Stimulator	
106	Neuropsychological Testing	
137	Psychological Evaluation for Medical Procedures	
140	Breast Reconstruction Surgery and Prophylactic Mastectomy	
206	Autism Spectrum Disorders	NEW



The one Texans trust.

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