

04/06/2020

# **Important Announcement**

# **Commercial Health Plan Integration**

Scott and White Health Plan (SWHP) is in the process of transitioning to a new claims system. The transition will be in a phased approach with important changes to be aware of.

Effective 07/01/2020, claims for date of service 07/01/2020 and after for Texas A&M (TAMU) and Health Plus members will be processed in the new claims system.

## What you need to know for 07/01/2020:

## Paper Claims Filing

The paper claims filing address will change. For dates of service 07/01/2020 and after, claims should be submitted to: PO Box 211342 Eagan, MN 55121-0800

• <u>Electronic Claims</u> The Availity Payor ID is changing. The new Payor ID will be 94999.

## • Electronic Funds Transfer (EFT)

New registration will be handled via Change Healthcare. Providers currently enrolled in EFT prior to 07/01/20 will **not** have to re-register with Change Healthcare.

## Important Phone Numbers

The Health Services Department phone number for prior authorization requests is 866-384-3488. This may be a change for some providers. All other phone numbers remain the same.

## Provider Portals

There will be a **NEW** provider portal that supports claims submissions, prior authorization requests, and member eligibility. The new portal address will be swhpproviders.firstcare.com

## Provider Relations Contacts

Your Provider Relations Team can be located here: https://swhp.org/Portals/0/Files/Forms/ProviderNews/SWHP-Provider-Relations-Representative-Territory-Map.pdf

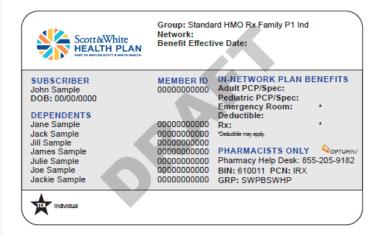
\*\*Additional information forthcoming\*\*

## Sample ID Cards

### TAMU - ICSW.



### HealthPlus - HMO



#### FOR PROVIDERS Electronic Claims: Availity: 94999 Paper Claims:

Scott and White Health Plan PO Box 211342 Eagan, MN 55121 Prior Authorization:

#### Visit the provider portal Fax: 800-626-3042 Phone: 866-384-3488

Provider Portal:

swhpprovider.firstcare.com Card Issue Date: 07/01/2020

#### CUSTOMER SERVICE: 844-633-5325 - swhp.org

Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed.

Important Information:

FOR MEMBERS

- In a medical emergency, call 9-1-1 or go to the nearest Customer Service: 844-633-5325 (TTY/TDD: 7-1-1)
   24/7 Nurse Line: 877-505-7947

- Self-Service Portal: swhpmember.firstcare.com
  To avoid out-of-network costs and provider balance
- billing, find a provider at swhp.org

## HealthPlus – HMO (cont'd)

