

Attention: BSW Preferred providers contracted with Scott and White Health Plan

As a reminder, DFW ConnectedCare is now in effect as of January 1, 2020. DFW ConnectedCare is a health plan offering designed by Baylor Scott & White Quality Alliance and American Airlines. The DFW ConnectedCare health plan is one of four plans offered to American Airlines employees in 2020.

Q. How do I know if I am a contracted provider?

- A. If you are currently a contracted provider with Scott and White Health Plan and are in the Baylor Scott & White Preferred Network, you are an in-network provider for DFW ConnectedCare.

Please reach out to your SWHP Provider Relations representative to verify if you are in network or call DFW ConnectedCare at 800-784-5473.

Q. Where will I submit Claims?

- A. WebTPA is the claims administrator. **Do not** submit claims to Scott and White Health Plan. Claims may be submitted electronically or by mail using the information below.

Electronic claims sent securely using: EDI\# 75261

Paper Claims: WebTPA
PO Box 99906
Grapevine, TX 76099-9706

Q. Who do I contact for claims questions?

- A. Please contact WebTPA at 800-784-5473
- WebTPA: 1-800-784-5473
 - www.webtpa.com (provider portal registration)

Q. Is there a Prior Authorization List?

- A. Providers will use a custom prior authorization list created specifically for DFW ConnectedCare. For a list of services requiring pre-authorization, visit <https://members.thequalityalliance.com>. Click on resources in the main navigation, then contracts, then DFW ConnectedCare.

<https://members.thequalityalliance.com/Pages/DFW-ConnectedCare.aspx>

Or, call DFW ConnectedCare at 800-784-5474. Press 4 to speak with a customer service representative. DFW ConnectedCare hours are 7:00 a.m. to 7:00 p.m., Monday through Friday.

Q. Are there out-of-network benefits?

A. There are no out-of-network benefits for American Airlines team members enrolled in DFW ConnectedCare. Make sure to verify that you are a contracted provider and therefore in-network for this plan.