FOR EXTERNAL USE

Scott & White Health Plan
My*Benefits* Provider Portal
FAQs & TROUBLESHOOTING

NEW PROVIDER SETUP or NEW ACCESS FOR EXISTING PROVIDER	• Go to http://www.swhp.org/ • Click on the **Providers** tab at the top of the page • Click on the **My*Benefits*** link under the "Provider Quick Links" column on the left side of the page • The My*Benefits* information page will be displayed with instructions for signing up and how to use the portal once you have self-registered

SECURITY ACCESS Password Reset or Forgot Password	• Go to http://www.swhp.org/
	• Click on the **My*Benefits*** tab at the top of the page
	• Enter your User Name
	• Click on the **Forgot Password?** link
	• You will receive an email with a new password
	  ○ **The email address is key** (a new password is sent to the original user's email address that is on file)
	  ○ Please be sure to check your *Junk E-Mail* folder to ensure that the email containing your new password did not go to it

SECURITY ACCESS Account Locked	• This is usually caused by too many unsuccessful login attempts • To have your account unlocked, contact Scott & White Health Plan's (SWHP) Provider Relations Department at (254) 298-3064, ext 7 or send an email to swhpproviderrelationsdepartment@sw.org ○ Please include the provider's name, tax ID number, NPI number, username and phone number in your email
MEMBER ELIGIBILITY SEARCHES Summary of Benefits (SOB)	• If the Summary of Benefits (SOB) PDF document is missing, please call or email SWHP's Provider Relations Department and provide the group name and group number
MEMBER ELIGIBILITY SEARCHES PDF Documents	• If the PDF documents are there but won't generate, please contact your web technician or internet help desk for assistance
MEMBER ELIGIBILTY SEARCHES Cannot View History	• You should enter the member's appointment date or any previous date to verify the actual date that the member became eligible with SWHP • The member number is specific to the group or individual plan that the member is enrolled in with SWHP • You can also try to perform a name search using the member's first and last name to see if the member was enrolled in another group or individual plan ○ To search by the member's name, enter the member's first and last name in the appropriate fields located under the **Member No.** box

CLAIM SEARCHES Cannot View a Certain Claim	• If you cannot view a certain claim, but you are able to view other claims, then one of the following may be the issue:
	  ○ SWHP has not received the claim
	  ○ There may be an issue with the claims clearinghouse
	  ○ The claim is billed with a provider number/NPI number that you do not have access to view
	  ○ The claims clearinghouse did not send the claim to SWHP

	▪ Please verify with the claims clearinghouse that the claim has been sent to SWHP ○ The rendering provider on the claim is new and has not been setup in SWHP's claims payment system ○ The claim is billed using a different TIN or provider number/NPI number than what you are setup with for access to My*Benefits*
REMITTANCE ADVICE SEARCH	• This function can be used to view detailed information on paid amount, total charges, contractual adjustments (*based on contracted reimbursement rates*), and patient responsibility (*deductible, copay, and coinsurance*) ○ The EOB/EOP function is currently under construction • Click on the **Claims** link on the left side of the page • Click on the **Remittance Advice Search** link • Enter as much information as possible in the **Search** box in order to narrow your search results • Click the **Search** button to view the Remittance Advice List