



Part of
Baylor Scott & White HEALTH

IMPORTANT ANNOUNCEMENT

The claims system for your Scott and White Health Plan TRS ActiveCare patients is changing

Scott and White Health Plan (SWHP) is transitioning to a new claims system in a phased approach that will affect Teacher Retirement System of Texas (TRS ActiveCare) members **starting 9/1/2020**. All claims for dates of service 09/01/2020 and after for TRS ActiveCare members will be processed in the new claims system.

Administrative changes, starting 9/1/2020 for SWHP's TRS ActiveCare members, are as follows:

- **Paper Claims Filing**

For dates of service 09/01/2020 and after, paper claims should be submitted to:

Scott and White Health Plan
PO Box 211342
Eagan MN 55121

- **Electronic Claims**

The Availity Payor ID will be 94999.

Electronic Funds Transfer (EFT)

New registration for EFT will be handled through Change Healthcare. Providers enrolled in EFT prior to 09/01/20 will **not** have to re-register with Change Healthcare.

- **Authorization Phone Number**

The Health Services Department phone number for prior authorization requests is 866-384-3488. This may be a change for some providers.

- **Customer Service Number**

The new Customer Service phone number for inquiries regarding TRS members is 844-633-5325. TRS members will receive new ID cards that show the new phone number.

- **Provider Portals**

The new provider portal address will be swhpprovider.firstcare.com. TRS members will receive new ID cards that show the new provider portal address. For members whose claims are not yet being processed in the new claims system, please continue to use portal.swhp.org/providerportal. You will receive notice as groups transition to the new claims system.

- **Provider Relations Contacts**

Information for your Provider Relations Team can be located here:

<https://swhp.org/Portals/0/Files/Forms/ProviderNews/SWHP-Provider-Relations-Representative-Territory-Map.pdf>

Sample Teacher Retirement System of Texas (TRS ActiveCare) ID Cards

 Scott & White CARE PLANS		Group: TRS-ActiveCare Group #: Network: Benefit Effective Date:
SUBSCRIBER John Sample DOB: 00/00/0000	MEMBER ID 000000000000	IN-NETWORK PLAN BENEFITS Adult PCP/Spec: Pediatric PCP/Spec: Emergency Room: * Deductible: * Rx: * *Deductible may apply.
DEPENDENTS Jane Sample Jack Sample Jill Sample James Sample Julie Sample Joe Sample Jackie Sample		PHARMACISTS ONLY  OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPBSWCP
		
FOR PROVIDERS Electronic Claims: Availability: 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: swhpproviderfirstcare.com Card Issue Date: 08/01/2020		
FOR MEMBERS Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Important Information: <ul style="list-style-type: none">• In a medical emergency, call 9-1-1 or go to the nearest emergency facility.• Customer Service: 844-633-5325 (TTY/TDD: 7-1-1)• Telehealth options:<ol style="list-style-type: none">1. Call MDLIVE: 800-718-50822. Download the MyBSWHealth App• 24/7 Nurse Line: 877-505-7947• Self-Service Portal: my.bswhealth.com• To avoid out-of-network costs and provider balance billing, find a provider at trs.swhp.org		
CUSTOMER SERVICE: 844-633-5325 • trs.swhp.org		