



Scott & White
HEALTH PLAN

FirstCare™
HEALTH PLANS

Attention Contracted Providers

of Scott and White Health Plan and FirstCare Health Plans

As you may already know, effective January 1, 2019, Scott and White Health Plan (SWHP), part of Baylor Scott & White Health, acquired FirstCare Health Plans.

The organizations are now beginning the important work of transitioning into one, first-rate organization to provide our members, providers, agents and employees with a best-in-class experience.

Q. What does this mean for FirstCare providers?

A. If you are currently a contracted provider with FirstCare, you do not need to submit a request to join SWHP's network. Current provider contracts are still in effect with FirstCare. Provider participation for integrated networks between SWHP and FirstCare are under review. Provider outreach will follow as we move further into the transition.

Abilene Region Providers: Your Provider Relations team has changed. The Abilene Regional Office will no longer process change requests or provide Provider Relations resources. These will now be handled by an SWHP representative available at:

Phone: 806.784.4380

Email: PRSupport@FirstCare.com

Q. How can I submit a change regarding practice information or a contract modification to FirstCare?

A. Please continue to follow the current process for changes to demographic information. Contract modifications will continue to be reviewed and should be requested using the current process.

Abilene Region Providers: When submitting changes for demographic information or contract modifications, please contact your Provider Relations Representative (806.784.4380 or PRSupport@FirstCare.com).

Contract modifications requests include:

- Tax identification change
- Adding a provider to an existing group
- Adding codes to current contract
- Name changes
- Adding a line of business

Q. Who do I contact for FirstCare claims questions?

A. Your first contact should be Customer Service, available Monday through Friday from 8 a.m. to 5 p.m. Central Time.

- STAR: 800.431.7798
- CHIP & CHIP Perinatal: 877.639.2447
- HMO (Including TRS): 800.884.4901
- PPO: 800.240.3270
- Self-Funded: 888.249.7366

If you have additional questions, require further explanation, or if your issue has not been resolved, please contact your Provider Relations Representative.

Q. Are there any changes to FirstCare’s credentialing process?

A. Abilene Region Providers: For credentialing questions, requests and changes to demographic information for existing providers within your group, contact your Provider Relations Representative. You will no longer need to submit requests to the Abilene Regional Office.

Phone: 806.784.4380

Email: PRSupport@FirstCare.com

All Other Regions: There are no changes to credentialing processes at this time. Please continue to follow the current process for credentialing and changes to demographic information for existing providers within your group. You may also contact your Provider Relations Representative.

Austin/South Texas, Lubbock, Midland/Odessa, San Angelo, Waco, Wichita Falls

Phone: 806.784.4380

Email: PRSupport@FirstCare.com

Amarillo

Phone: 806.467.3200

Email: PRSupport@FirstCare.com

Q. What does this mean for SWHP providers?

A. You do not have to take any action at this time. Current provider contracts are still in effect with SWHP. Provider participation for integrated networks between SWHP and FirstCare are under review. Provider outreach will follow as we move further into the transition.

Q. How can I submit a change regarding practice information or a contract modification to SWHP?

A. Providers should continue to use the current process.

Q. Are there any changes to SWHP’s credentialing process?

A. No, there are no changes to credentialing processes at this time. Please continue to follow the current process for credentialing and changes to demographic information for existing providers within your group.

Q. What is SWHP’s current process?

A. Visit the provider website at swhp.org. Select Provider, Manage Provider Account, and the appropriate link for your request.

Q. If I have active contracts with both entities, what action is needed?

A. You do not have to take any action at this time. Provider participation for integrated networks between SWHP and FirstCare are under review. Provider outreach will follow as we move further into the transition.