



Informed Employer BY SWHP

MAY 2019

Ascension Providence: To Leave SWHP Network Sept. 1, 2019

We want to inform you that Ascension Providence in the Waco area has made the decision to end their contract with Scott and White Health Plan effective Sept. 1, 2019, citing their organization's access and growth strategies for the future.

Members impacted by this network change are those enrolled in the following plans: Medicaid, SeniorCare Advantage HMO, SeniorCare Advantage PPO, Group HMO, and the Baylor Scott & White Employee Plan.

Terminating providers are: Providence Health Center, DePaul Center providers, Providence Health Alliance providers and Waco Internal Medicine Associates.

If your employees are currently under the care of one of these providers, they may continue care at the in-network benefit level through Aug. 31, 2019. Any care or procedures/surgeries scheduled on or after Sept. 1, 2019 will be considered out-of-network. Certain exceptions may be made for acute medical conditions such as pregnancy, newly diagnosed or relapsed cancer, active treatment of acute conditions, and active hospital confinements.

If our records indicate your employees have been patients of the providers listed above within the past six months, they will be contacted by our Health Services staff to determine if a [Transition of Care](#) plan is necessary.

Our Customer Service advocates are also available to assist them with

Transition of Care requests and finding in-network providers through our [online provider search tool](#).

SWHP offers access to more than 1,000 care sites in the Waco area, including Baylor Scott & White Medical Center - Hillcrest in Waco, and multiple hospitals in surrounding communities.

Customer Service

800-321-7947 (TTY: 711)

7 a.m. to 7 p.m., Monday through Friday

We are dedicated to helping make this a smooth transition for any of our members affected by this network change. If you have any questions, feel free to contact your SWHP Client Management Team representative.

Thank you,

Scott and White Health Plan

trs.swhp.org

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