

Scott & White Health Plan contract with the MED

1. Why has Scott & White decided to partner with College Station Medical Center?

You may recall that several months ago, St. Joseph Regional Health Center elected to terminate our hospital contract, effective April 30, 2012.

St. Joseph indicated that this termination was triggered by the start of construction on the new Scott & White Hospital in College Station. According to their statement, they found it difficult to be both a provider partner and competitor at the same time.

Because we are committed to providing our patients with local access to local care through local providers, we made the decision to partner with the College Station Medical Center.

2. If a patient has a future appointment or surgery scheduled with a St. Joseph Physician, does the patient need to cancel that appointment and reschedule it with another contracted physician?

We encourage patients to have a discussion with their providers, as this is a decision best made between the physician and patient. We want to do what is in the best interest of each patient and will work to be responsive to individual needs.

Scott & White Health Plan members can contact the SWHP Care Coordination Division at 888-316-7947 for assistance in making necessary arrangements for their care. Questions regarding an impending surgery can also be directed to the Care Coordination Division.

3. What about patients covered by other insurance? Can they still go to St. Joseph's?

As we are not familiar with other insurance contracts, we would encourage you to speak to your insurance provider regarding this matter.

4. What if my current SWHP provider only has privileges at St. Joseph's?

We will work with that provider to obtain privileges at the Med. If the provider chooses not to pursue privileges at the Med then the member would have to receive care from a different SWHP contracted provider.

5. Will Scott & White have enough physicians to make up for losing a relationship with the St. Joseph's physicians?

Only 48 providers were affected by the termination of the St. Joe's provider contract (St. Joseph's Physician Association or SJP). Scott & White has 350 contracted physicians in Bryan-College Station and we are expanding that network to include additional physicians with privileges at the College Station Medical Center.

6. Where can the member have surgery if it was already scheduled at St. Joseph's?

The St. Joseph's Hospital contract is still in force. Patients should call our Care Coordination Division at 888-316-7947 with questions regarding a scheduled surgery.

7. What will happen if I go to St. Joseph's in a urgent situation?

St. Joseph's hospital will remain in our network until April 30, 2012, however the St. Joseph Express / Urgent Care facilities will no longer be a contracted provider as of February 7, 2012.

You will be seen for your urgent / emergent situation but it may result in higher out-of-pocket cost to the member.

We have the following local in-network contracted after hours/urgent care facilities:

Scott & White Clinic – Today Care

1600 University Dr

College Station, TX 77840

979-691-3300

Monday –Friday 8am – 6pm

Saturday – Sunday 8am – 5pm

Brazos Valley Urgent Care

2911 Texas Ave South, Ste 103

College Station, TX 77845

979-.764-2882

Monday – Saturday 9am – 8:30pm

8. What will happen if I go to St. Joseph in an emergency situation?

Our members are covered worldwide in an emergency situation. In most cases, an ambulance will take you to the nearest emergency facility including St. Joseph's. By law, hospitals are not allowed to turn patients away who need emergency medical attention

9. Who should I call if I have additional questions about my coverage with the Health Plan or making an appointment with a provider?

A special phone line is available for Scott & White Health Plan members who have questions about their insurance coverage. The phone number is 979-691-3ASK.

10. When does the new Scott & White Hospital open in College Station?

The new hospital is scheduled to open in late summer 2013.