



THE TEXAS A&M UNIVERSITY SYSTEM

Office of Risk Management/Benefits Administration

Scott & White Health Plan HMO - Network Changes

On November 8th, System Benefits Administration was notified of the termination of agreements between Scott and White Health Plan HMO and the St. Joseph Physician Associates and St. Joseph Hospital System. This only impacts those employees and retirees in the Scott and White Health Plan HMO.

Q: When will these terminations be effective and services cease to be provided?

The agreement between Scott and White Plan HMO and the St. Joseph Physician Associates is terminated effective immediately. The agreement between Scott and White Health Plan HMO and the St. Joseph Hospital System is scheduled to terminate on the 30th of April, 2012.

Q: What if my primary care doctor is with St. Joseph Physician Associates?

These doctors are no longer in the Scott and White Health Plan HMO. Alternative providers within the Scott and White Health Plan HMO can be found by calling (800) 321-7947, or online at http://www.swhp.org/members/provider_certification. First click on **find a health provider now**, then click on **find a doctor near you**, then, under **Select your Health Plan**, choose **Health Plan Member** and complete the remaining information as needed to find a physician.

Q: What if I want to continue seeing my St. Joseph Physician Associates doctor?

If you would like to continue seeing a St. Joseph Physician Associates doctor for routine care, it will be considered out-of-network and you will be responsible for all charges.

Q: What do I do if I am pregnant or receiving care for a chronic condition and my treating physician is in the St. Joseph Physician Associates doctor group?

In most cases, care will be transferred to a Scott & White Health Plan network physician. For special circumstances (acute care or pregnancy past 24th weeks) care may be provided through the 5th of February, 2012, or through delivery and post partum for pregnancy. Charges will be handled in the same manner as provided for in the expired agreement between Scott and White Health Plan HMO and St. Joseph Physician Associates. Continuation of care requests can be handled through your St. Joseph Physician Associates physician or by calling Scott & White Health Plan Care Coordination at (888) 316-7947. **The Provider Continuity of Care Form can also be found [HERE](#).**

Q: Does this change where I go if I need emergency care, after-hours care, or hospital services?



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The termination of the St. Joseph Physician Associates agreement will not have an impact on these services. While the termination of the St. Joseph Hospital agreement will impact these services effective the 1st of May, 2012, communications on these changes will be communicated well in advance of that date.

Q: Will I be able to change health plans prior to next year's annual enrollment period?

Pending a satisfactory plan for the Scott and White Health Plan HMO to provide local hospital services beginning May 1, 2012, there will not be an opportunity to change health plans until annual enrollment in July of 2012.

Q: Who do I contact if I cannot get satisfactory resolution when contacting providers or the Scott and White Health Plan HMO in accordance with the answers provided here?

Contact your Human Resources Office or the System Benefits Office at employeebenefits@tamus.edu.

November 10, 2011