



Informed Member BY SWHP

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 you are currently under the care of one of these providers, you 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 that you have been a patient of the providers listed above within the past six months, you 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 you with Transition of Care requests and finding in-network providers through our [online provider search tool](#).

We offer 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

844-633-5325

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.

Thank you,
Scott and White Health Plan

[swhp.org](https://www.swhp.org)

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