

February 2024

Claim Redetermination Process Change

The **Baylor Scott & White Employee Plan** claim redeterminations process on the Provider Portal has changed. The new process is the **Provider Claim Review Request** and is available to providers via the Provider Service Center at **833.542.8179**.

Effective 2/1/2024—for claim redeterminations with a date of service beginning 1/1/2024—you may contact the Provider Service Center for a Provider Claim Review Request. Through the new process, you can get detailed claim analysis, real-time adjustments on most claims and a quick follow-up rather than submitting through the provider portal.

The process for redeterminations on claims with a date of service prior to the 2024 calendar year will remain unchanged.

LOB	Date of Service	Process
EE Plan	1/1/24 and after	Call 833.542.8179 for a Provider Claim Review Request
EE Plan	Prior to 1/1/2024	Submit request through provider portal or by mail, as before.
Medicare and Medicaid	Any Date	Submit through provider portal or by mail.

Please continue to use the IVR and the provider portal for benefits, eligibility and basic claims status.

Thank you,

Baylor Scott & White Health Plan