

Provider portal self-service features

BSW SeniorCare Advantage and the BSWH Employees Plan

portal.swhp.org/providerportal

You can find the following information in your provider portal:

▼ Contracted networks for the provider NPI/TIN combo listed

▼ Member information

- Name
- Date of birth
- ID number
- Effective date of coverage
- Plan network name
- Deductibles by tier
- Accumulators

▼ Member benefits

- Diabetic education and medication riders
- Hearing aids with limits¹
- Speech and hearing therapy services with limits¹
- Home health with limits¹
- Home infusion
- Lab
- ER
- Inpatient stay
- Inpatient psych stay
- Maternity inpatient
- Nursery
- DME²
- Prosthetic devices²
- Oxygen
- Mental health OV, observation, day care, group therapy, crisis stabilization
- Gastric bypass with limits¹
- Hospice
- Inpatient alcohol/drug dependency
- OV alcohol/drug dependency
- Alcohol/drug group therapy
- Skilled nursing facility with limits¹
- Allergy injections, serums and testing

¹ Does not provide accumulators for visits used

² Does not provide exclusions

▼ Member benefits cont'd

Office visits:

- Maternity pre and post natal
- Chiropractic care with limits¹
- Pain management
- PCP
- Specialist
- Routine physical
- Urgent care
- Well child
- Wellness visit

Outpatient benefits:

- PET, CT, CAT, etc.
- Dialysis
- Lab and xray
- Occupational therapy with limits¹
- Other outpatient services
- Outpatient surgery
- Physical therapy¹
- Dermatology skin procedures

▼ Claims

- DOS
- Claim number
- Provider name/NPI/address
- CPT code/description
- Billed amount
- Paid amount
- Member copay
- Member deductible
- Member coinsurance
- EX code
- Claim status

▼ Redetermination

- Request redetermination
- Redetermination received date
- Confirmation number
- Redetermination status
- Supporting docs including resolution letter

▼ Prior authorization

- Lookup tool by CPT code
- Case management referral form
- Prior auth form

▼ Misc

- Fee code lookup tool
- Oncology Analytics link
- Evicore link

¹ Does not provide accumulators for visits used

² Does not provide exclusions