



2023 Access Plan



TAC §11.1607(h):

An HMO is required to provide an adequate network for its entire service area. All covered services must be accessible and available so that travel distances from any point in its service area to a point of service are no

(1) 30 miles for primary care and general hospital care; and

(2) 75 miles for specialty care, specialty hospitals, and single healthcare service plan physicians or providers.

TAC §11.1607(j):

If any covered health care service or a participating physician and provider is not available to an enrollee within the mileage radii specified in subsection (h)(1) and (2) of this section because physicians and providers are not located within such mileage radii, or if the HMO is unable to obtain contracts after good faith attempts, or physicians and providers meeting the minimum quality of care and credentialing requirements of the HMO are not located within the mileage radii, the HMO shall submit an access plan to the department for approval, at least 30 days before implementation in accordance with the filing requirements in §11.301 of this title (relating to Filing Requirements).

The access plan shall include the following:

(1) **the geographic area identified by county, city, ZIP code, mileage, or other identifying data** in which services and/or physicians and providers are not available;

(2) for each geographic area identified as not having covered health care services and/or physicians or providers available, **the reason or reasons that covered health care services and/or physicians and providers cannot be made available;**

(3) **a map, with key and scale, which identifies the areas in which such covered health care services and/or physicians and providers are not available;**

(4) **the HMO's plan for making covered health care services and/or physicians and providers available** to enrollees in each geographic area identified;

(5) **the names and addresses of the participating physicians and providers and a listing of the covered health care services** to be provided through the HMO delivery network to meet the medical needs of the enrollees covered under the HMO's plan required under paragraph (4) of this subsection;

(6) **the names and address of other physicians and providers and a listing of the specialties for any other health care services or physicians and providers to be made available in the geographic area** in addition to those physicians and providers participating in the HMO delivery network listed under paragraph (5) of this

(7) **the procedures to be followed by the HMO** to assure that primary care physicians, general hospitals, specialists, special hospitals, psychiatric hospitals, diagnostic and therapeutic services, or single or limited health care service providers and all other mandated health care services are made available and accessible to enrollees in the geographic areas identified as being areas in which such covered health care services and/or physicians and providers are not available and accessible, and any plans of the HMO for attempting to develop an HMO delivery network through which covered health care services are available and accessible to enrollees in these geographic areas in the future; and

(8) **Any other information which is necessary to assess the HMO's plan.**

ACCESS PLAN

Per §11.1607(j) (7), the following is a description of the processes and procedures followed by Baylor Scott & White Health Plan (BSWHP) to assure that services are made available and accessible to enrollees for all specialties and in all geographic areas which are identified in the remainder of the access plan.; it is entered in this section to avoid repetition in each section below:

Baylor Scott & White Health Plan (BSWHP) has active policies and procedures in place that enable members to utilize authorized services as in-network, in all counties and for all specialties/services, where the network lacks a sufficient number of providers to meet the needs of enrollees. Baylor Scott & White Health Plan (BSWHP) then negotiates a Letter of Agreement with the out-of-network provider to ensure the member receives in-network benefit coverage. Covered member is not balance billed and/or penalized by Baylor Scott & White Health Plan (BSWHP) for any specialty/service that is identified in an area that does not have a required provider specialty for the covered member. Covered member will not be penalized or denied care for other benefits due to network

The information below describes the counties and specialties where Baylor Scott & White Health Plan (BSWHP) does not have an adequate provider network per the requirements set forth in TAC §11.1607. A plan to enable enrollees to obtain in-network benefits is provided in each section. Baylor Scott & White Health Plan (BSWHP) has active policies and procedures in place that enable members to utilize authorized services as in-network in all counties and for all specialties and services where the network is inadequate. Baylor Scott & White Health Plan (BSWHP) negotiates a Letter of Agreement with the out-of-network provider to ensure the member receives in-network benefit coverage. Covered member is not balance billed and/or penalized by Baylor Scott & White Health Plan (BSWHP) for any specialty or service that is identified in an area that does not have a required provider specialty for the covered member. Covered member will not be penalized or denied care for other benefits due to

In the event a Member is unable to get specialized services within the contracted network; our contracting team will immediately research and identify a Provider to administer the service. Once a Provider is identified, we will execute a Single Case Agreement with that Provider and begin the contracting process.

Baylor Scott & White Health Plan (BSWHP) leadership continually evaluates the adequacy of the provider network through various means such as the Network Issues Committee that meets once per month, monitoring concerns and access issues from Members and other providers, and business expansion strategies. Baylor Scott & White Health Plan (BSWHP) negotiates single-case agreements and letters of agreement to assist with gaps in coverage in areas where there is a lack of providers, especially in rural areas. Baylor Scott & White Health Plan (BSWHP) includes the following hold-harmless language in its single case agreements and letters of agreement, to ensure that members will not be balance billed for services by out-of-network providers when the provider network is

“Provider hereby agrees that in no event, including, but not limited to non-payment by Baylor Scott & White Health Plan (BSWHP) , insolvency, or breach of this Agreement, shall Provider charge, collect a dHMOsit from, seek compensation, remuneration or reimbursement from, or have any recourse against Member or any person or persons acting on her behalf for Services provided pursuant to this Agreement.”

Additional Information

1. The provider list (provider directory and/or online directory) includes individual provider(s) listed many times at several different addresses; for availability and accessibility of care within the service area, an individual provider that the provider listed numerous times, can adequately serve the enrollee population when they have multiple practice addresses because many of Baylor Scott & White Health Plan (BSWHP) contracted group’s employee physicians that rotate between practice facilities. For example, Provider A works at location 1 Monday thru Wednesday and then Provider 2 works at location 1 Thursday thru Sunday. For hospital based provider groups, Baylor Scott & White Health Plan (BSWHP) is contracted with groups that consist of 30 or more providers that rotate between 5 or more hospitals in order to ensure each hospital is covered 24 hours a day, 7 days a week.

2. There are repeated providers on our provider list that are practicing within a group/company that has multiple locations (i.e. large clusters of providers listed at the same addresses). The contracts for these sites are at the group level but some are individually contracted providers. Contracting duties are not delegated. There are times that Baylor Scott & White Health Plan (BSWHP) delegates credentialing if the group has at least 100 providers and the group does the credentialing of their own providers. A pre-delegation assessment is completed to ensure the group follows the same regulatory standards as Baylor Scott & White Health Plan (BSWHP) . All contracts are evergreen and auto renew.

4a. An estimate of total claims cost savings per year the insurer anticipates will result from using a local market access plan instead of contracting with providers located within the service area, and its impact on premium; Baylor Scott & White Health Plan (BSWHP) does not use a local access plan in lieu of contracting with providers within the service area. The access plan is used in situations where there are no providers available to contract, a provider is in the process of being credentialed, or when services are to be provided by a contracted facility. Given that the access plan is not used in place of contracting there are no savings to the health plan and therefore, no impact on premium.

b. Steps the insurer will take to attempt to improve its network to make future requests to renew the waiver unnecessary. Baylor Scott & White Health Plan (BSWHP) is in process of identifying and engaging in contract

Baylor Scott & White Care Plan (BSWCP) has active policies and procedures in place that enable members to utilize authorized services as in-network, in all counties and for all specialties/services, where the network lacks freedom of choice or is inadequate. SWCP then negotiates a Letter of Agreement with the out-of-network provider to ensure the member receives in-network benefit coverage. Covered member is not balance billed and/or penalized by SWCP for any specialty/service that is identified in an area that does not have freedom of choice or a required provider specialty for the covered member.

In accordance with 28TAC §3.3705 (12) a current list of providers and complete descriptions of the provider networks, including names and locations of physicians and health care providers, and a disclosure of which providers will not accept new patients must be included, this can be found at: <https://portal.swhp.org/#/search>

County (whole or part)	Provider type	Reason Network Providers Not Available	Access Plan
BRAZOS	Acute Care Hospital	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
CORYELL	Acute Care Hospital	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
CROSBY	Acute Care Hospital	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
FLOYD	Acute Care Hospital	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
GARZA	Acute Care Hospital	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
HALE	Acute Care Hospital	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
HOCKLEY	Acute Care Hospital	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
LAMB	Acute Care Hospital	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
LAMPASAS	Acute Care Hospital	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
LLANO	Acute Care Hospital	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
LUBBOCK	Acute Care Hospital	N/A	No deficiency - 2 facilities in Lubbock county; See Combined Provider list;
LYNN	Acute Care Hospital	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
MCLENNAN	Acute Care Hospital	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
SAN SABA	Acute Care Hospital	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.

TERRY	Acute Care Hospital	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
WASHINGTON	Acute Care Hospital	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
SAN SABA	Anesthesiology: Pain Management	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Gastroenterology	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Home Health	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
SAN SABA	Neurology	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Occupational Therapy	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
SAN SABA	Otolaryngology (Ear, Nose, Throat)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
CORYELL	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
CROSBY	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
FLOYD	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
GARZA	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
HALE	Pediatrics	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;

HOCKLEY	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
LAMB	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
LYNN	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
TERRY	Pediatrics	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
CROSBY	Primary Care Physicians	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
GARZA	Primary Care Physicians	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
LAMB	Primary Care Physicians	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
LYNN	Primary Care Physicians	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
SAN SABA	Rheumatology	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Skilled Nursing Facility	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;

LLANO	Speech Therapy	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
SAN SABA	Speech Therapy	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;

County (whole or part)	Provider type	Reason Network Providers Not Available	Access Plan
LLANO	Behavioral Health Intensive Outpatient Program (IOP)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Behavioral Health Intensive Outpatient Program (IOP)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
BRAZOS	Behavioral Health Partial Hospitalization Program (PHP)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
LLANO	Behavioral Health Partial Hospitalization Program (PHP)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Behavioral Health Partial Hospitalization Program (PHP)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
WASHINGTON	Behavioral Health Partial Hospitalization Program (PHP)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
BRAZOS	Behavioral Health Residential Treatment Center (RTC)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
LLANO	Behavioral Health Residential Treatment Center (RTC)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Behavioral Health Residential Treatment Center (RTC)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
WASHINGTON	Behavioral Health Residential Treatment Center (RTC)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
SAN SABA	Chemical Dependency Intensive Outpatient Program (IOP)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
BRAZOS	Chemical Dependency Partial Hospitalization Program (PHP)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;

LLANO	Chemical Dependency Partial Hospitalization Program (PHP)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
SAN SABA	Chemical Dependency Partial Hospitalization Program (PHP)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
WASHINGTON	Chemical Dependency Partial Hospitalization Program (PHP)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
BRAZOS	Chemical Dependency Residential Treatment Center (RTC)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;
SAN SABA	Chemical Dependency Residential Treatment Center (RTC)	Are not available to contract;	Any non-participating provider within TDI mileage requirements will be paid at the in-network benefit level. The cost share to the member will not exceed the in-network benefit level.
WASHINGTON	Chemical Dependency Residential Treatment Center (RTC)	Are not available to contract;	Limited Choice is addressed in the Overview tab of the Access Plan;

Name of Hospital	Address	City	County	Anesthesia	Emergency Medicine	Neonatologist	Pathologist	Radiologist	General Plan for Access	Reason Network Providers Not Available
Baylor Medical Center at Uptown	2727 E Lemmon Ave	Dallas	Dallas			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Research Institute	310 Live Oak St Ste 50	Dallas	Dallas			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott & White Emergency Hospital Grand Prairie	5 Kingswood Blvd Ste	Grand Prairie	Dallas			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott & White Emergency Hospital Keller	620 S Main St Ste 100	Keller	Tarrant			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott & White Emergency Hospital Mansfield	76 Highway 287 N Ste	Mansfield	Tarrant			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott & White Emergency Hospital Rockwall	1975 Alpha Dr Ste 100	Rockwall	Rockwall			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott & White Emergency Medical Center - Cedar Park	900 E Whitestone Blvd	Cedar Park	Williamson			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott & White Medical Center - Plano	4700 Alliance Blvd	Plano	Collin			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott & White Orthopedic and Spine Hospital	707 Highlander Blvd	Arlington	Tarrant			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott and White Emergency Hospital Colleyville	5500 Colleyville Blvd	Colleyville	Tarrant			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott and White Emergency Hospital Murphy	511 W Fm 544 Ste 100	Plano	Collin			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Scott and White Heart and Vascular Hospital - Dallas	621 N Hall St	Dallas	Dallas			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Surgical Hospital at Fort Worth	1800 Park Pl Ave	Fort Worth	Tarrant			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Baylor Surgical Hospital at Las Colinas	Lyndon B Johnson Fwy	Irving	Dallas			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatologists are not available in sufficient numbers;
Baylor T Boone Pickens Cancer Hospital	3410 Worth St	Dallas	Dallas			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Carrollton Regional Medical Center	4343 N Josey Ln	Carrollton	Denton			X	X		The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract; See attempt to contract for other gaps;
Carrollton Regional Medical Center	4545 N Josey Ln	Carrollton	Denton			X	X		The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract; See attempt to contract for other gaps;

Children's Medical Center-Plano	7120 Preston Rd	Plano	Collin			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Children's Medical Center-Plano	7601 Preston Rd	Plano	Collin			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
City Hospital at White Rock	9440 Poppy Dr	Dallas	Dallas					X	The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Radiologists are available, but have refused to contract with the HMO on any terms or on terms that are reasonable; See Attempted to Contract List
Coryell Memorial Hospital	1507 W Main St	Gatesville	Coryell			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Covenant Hospital Levelland	1900 College Ave	Levelland	Hockley			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Covenant Hospital Plainview	2601 Dimmitt Rd	Plainview	Hale			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Covenant Medical Center	3615 19th St	Lubbock	Lubbock			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
Lamb Healthcare Center	1500 S Sunset Ave	Littlefield	Lamb	X		X	X	X	The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Anesthesiology services are not available to contract; Anesthesiology services are provided by CRNAs; Neonatology services are not available to contract; Neonatology services are not available at facility; See Attempt to Contract for all other gaps;
Methodist Midlothian Medical Center	1201 E Highway 287	Midlothian	Ellis		X	X	X		The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatologists are not available in sufficient numbers; See Attempt to Contract for all other gaps;
Methodist Southlake Medical Center	21 E State Highway 11	Southlake	Tarrant			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;
North Central Surgical Center	101 N Central Expy Ste 1	Dallas	Dallas			X			The hospital-based provider will be paid at the in-network benefit level as specified in the Texas Administrative Code.	Neonatology services are not available to contract;