

Southwestern Health Resources Benefits

Living Out-of-Area

If you will be living out-of-area, meaning you are outside of the Dallas-Fort Worth (DFW) metroplex, there are some things you need to know about having your benefits through SWHR.

Medical

All medical plan options have nationwide providers for care outside of the DFW metroplex.

- If you need medical care, such as inpatient hospital care, you will need to contact Benefits Support at SWHRCINBenefitsSupport@texashealth.org or 877-698-4754 option 9 with the following information so we can coordinate with UHC or Quantum on your behalf to ensure there is not a gap in care. Please provide:
 - Name
 - Where you live
 - Facility where you will get care
 - Dates of care

Dental

- The DMO plan will not pay for services if you see providers outside of the DFW area.
- There is only out-of-network coverage for providers for dental care that are outside of the state of Texas for the High and Low plans.

Making Changes

Per the Benefits Handbook, if you move more than 50 miles outside of a primary providers' network, you have the option to add, drop or change your medical and/or dental plan. You will need to contact the Benefits Department at SWHRCINBenefitsSupport@texashealth.org or 877-698-4754 option 9 if you need to make a change due to moving.