



**Texas Children's  
Health Plan**

*The best decision a family can make.*

# Texas Children's Health Plan Provider Quick Reference Guide

## Provider Relations

- Inquiries regarding Texas Children's Health Plan (TCHP) policies and procedures
- Contract clarification/interpretation
- Fee schedule inquiries
- Change of address/phone number/tax identification number
- Requests for supplies (forms, directories, etc.)
- Information on provider educational in-services

**Phone: 832-828-1008    Toll free: 800-731-8527    Fax: 832-825-8750**

## Nurse help line

Members have access to registered nurses 24 hours a day, seven days a week.

TCHP Nurse Help Line: 800-686-3831

## Pharmacy services

TCHP CHIP and STAR: 800-435-4165 (Vendor Drug Program)

## Vision services

Vision services provided by Block Vision.

TCHP STAR and CHIP: 800-879-6901

## Dental services

TCHP STAR (under age 21): 877-847-8377 (THSteps Dental Program)

TCHP STAR (over 21): 866-548-8123 (STARDent)

TCHP CHIP: 866-561-5892 (Delta Dental)

## Care Coordination, Case and Disease Management

Referrals for assistance with chronic, complex conditions, or maternity.

Phone: 832-828-1270 or 832-828-1430

Fax: 832-825-8745

Nurse Family Partnership

Phone: 832-828-1274

Fax: 832-825-8710

Maternal Child/Adolescent Transition

Phone: 832-828-1004

Fax: 832-825-8705

## Customer service

- Claim inquiry, questions and information
- Information about CHIP or STAR products
- Eligibility/benefits questions on all products

**Phone: 832-828-1004**  
Telephone TouCHPoint: 832-828-1007  
Fax: 832-825-8777

For access to Provider TouCHPoint, TCHP's Web-based eligibility and claims system, please contact Provider Relations at 832-828-1008.

## Electronic claims submission

HIPAA-compliant electronic claims filing. TCHP does not accept electronic UB92 claims for STAR through Availity.

CHIP payor ID, WebMD and Availity	76048
CHIP payor ID, Legacy	76048C
Medicaid (STAR) payor ID, WebMD	75228
Medicaid (STAR) payor ID, Availity	TXCSM
Medicaid (STAR) payor ID, Legacy	76048M

## Claims filing information

**Filing deadlines for all products:** 95 days from date of service

### TCHP CHIP

Claims address  
PO Box 300125  
Houston, TX 77230

### Claims appeals

TCHP  
Attn: Appeals  
PO Box 301011  
Houston, TX 77230-1011

Use appeal coversheet from Provider Handbook.

### TCHP STAR

Claims address  
PO Box 300286  
Houston, TX 77230-0286

### Claims appeals

TCHP  
Attn: Appeals  
PO Box 300286  
Houston, TX 77230-0286

Use appeal coversheet from Provider Handbook.



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## Prior authorizations

The prior authorization process is used to evaluate the medical necessity of a procedure, course of treatment, appropriate level of service and length of stay prior to the provision of services. A copy of the prior authorization request form can be found in the Provider Handbook. Prior authorizations should be requested 3 to 5 days prior to the scheduled date of service. A complete list of services requiring prior authorization is available in the Provider Handbook. Some of the services include:

- All out-of-network services
- Abortion
- Ambulance services (non-emergent)
- Augmentative communication devices
- Behavioral health rehabilitation
- Baclofen injections/pumps
- Botox injections
- Canned nutritional supplements
- Chemotherapy non-FDA approved
- Circumcision greater than 1 year of age
- Cochlear implant
- Contact lenses, with disease
- Cosmetic surgery
- Dental medically necessary (except for cleft palate)
- Gait trainer (codes E8000, E8001, E8002)
- Helmets
- Home health care
- Hospital beds and accessories
- Hospital inpatient care (physical and behavioral health)
- Intensive outpatient treatment (behavioral health)
- Neurological testing
- Obesity surgery
- Oral surgery
- Organ acquisition
- Outpatient behavioral health visits after the 30<sup>th</sup> session
- Partial hospitalization for behavioral health services
- PET/SPECT
- Psychological testing
- Pevnar for children older than 5 years of age
- Private duty nursing at home
- Prosthetics
- Physical therapy, speech therapy and occupational therapy (excluding initial evaluation)
- Residential treatment facility (behavioral health)
- Respiratory vest
- Skilled nursing facility
- Skills training (behavioral health)
- TMJ diagnosis
- Transplant evaluation
- Therapeutic foster care
- Vision care, medically necessary
- Wheelchairs and accessories

## Utilization management

Urgent authorization requests: 832-828-1004  
Fax: 832-825-8760

## Referrals

Patients should be referred to in-network specialists. When TCHP members are referred for specialty care to an in-network specialist, it is not necessary to complete a referral form. Members may self-refer for in-network OB/GYN services, behavioral health, family planning and any Texas Health Steps provider.

## Imaging services

It is not necessary to use a referral form for imaging services. Providers should refer members for imaging services using an appropriate vendor requisition form. Participating providers, which may vary by product, include:

- UT Imaging
- Universal MRI & Diagnostics
- Woodlake MRI & Diagnostics
- Any contracted hospital

## Laboratory services

It is not necessary to use a referral form for laboratory services. Providers should refer members for laboratory services using an appropriate vendor requisition form. Participating providers, which may vary by product, include:

- Quest Laboratories
- Clinical Pathology Laboratory, Inc.
- Laboratory Corporation of America
- Any contracted hospital

## Phone numbers for state programs

CHIP Help Line:	800-647-6558
Early Childhood Intervention (ECI):	800-250-2246
Family Planning Program:	512-458-7796
Medicaid Program Member Verification (NAIS):	800-925-9126
Medical Transportation Program (MTP):	877-MED-TRIP (633-8747)
Preferred Drug List/Prior Authorization Program:	877-728-3927
STAR Help Line:	800-964-2777
STARLink Advocate for Medicaid:	866-566-8989
Texas Health Steps:	877-847-8377
Women, Infants & Children Program (WIC):	800-942-3678

## Behavioral health services

Members and/or PCPs can self refer to a participating behavioral health provider.  
Phone: 832-828-1004