

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

Provider and Care Coordination

- 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.
- Requests for information on accessing Provider TouCHPoint, TCHP's web-based provider portal for claims, authorizations, eligibility, and information.

Phone: 832-828-1008
Toll free: 800-731-8527
 Fax: 832-825-8750
 Website: www.tchp.us/providers

TCHP Fraud and Abuse Hotline

Phone: 832-828-1320
 Fax: 832-825-8722
 Email: tchpfraudandabuse@texaschildrens.org

Nurse help line

Members have access to registered nurses 24 hours a day, 7 days a week.
 TCHP Nurse Help Line: 800-686-3831

Pharmacy services

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

Vision services

CHIP and STAR: 800-879-6901 (Block Vision)

Dental services

CHIP: 866-561-5892 (Delta Dental)
 STAR (under age 21): 877-847-8377 (Texas Health Steps Dental Program)
 STAR (over 21): 866-548-8123 (STARDent)

Care Coordination, Case, and Disease Management

Referrals for assistance with chronic, complex conditions, or maternity. Requests for birthing classes.

Phone: 832-828-1430
 Fax: 832-825-8745

Nurse Family Partnership

Phone: 832-828-1274
 Fax: 832-825-8710

Asthma/obesity/diabetes education

Phone: 832-828-1004
 Fax: 832-825-8705

Electronic claims submission

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

CHIP

Emdeon and Availity: 76048
 Legacy: 76048C

STAR

Emdeon: 75228
 Availity: TXCSM
 Legacy: 76048M

Claims filing information

Filing deadlines for all products is 95 days from date of service.

TCHP Claims
 PO Box 300286
 Houston, TX 77230-0286

Claims appeals

All appeals must be received within 120 days from the previous health plan EOP. Please use the appeal coversheet from Provider Manual.

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

Emdeon-EFT enrollment and questions

Visit the ePayment website www.emdeon.com/epayment to sign up today.

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 Manual. Prior authorizations should be requested 3 to 5 days prior to the scheduled date of service. Current services requiring authorization are listed below, but please check with TCHP Utilization Management at 832-828-1004 or Provider TouCHPoint at www.tchp.us/providers for updates to this list:

1. All out-of-network services
2. Abortion
3. Ambulance services (non-emergent transport)
4. Augmentative communication devices
5. Behavioral health rehabilitation
6. Botox injections
7. Canned nutritional supplements
8. Chemotherapy non-FDA approved
9. Circumcision greater than 1 year of age
10. Cochlear implant
11. Contact lenses, with disease
12. Cosmetic surgery
13. Dental medically necessary (except for cleft palate)
14. Genetic testing including BRAC Analysis
15. Helmets
16. Home health care
17. Hospital beds and accessories
18. Hospital inpatient care (physical and behavioral health)
19. Intensive outpatient treatment (behavioral health)
20. Makena
21. Neurological testing
22. Obesity surgery
23. Oral surgery
24. Organ acquisition
25. Outpatient behavioral health visits after the 30th session
26. Partial hospitalization for behavioral health services
27. PET/SPECT
28. Psychological testing
29. Private duty nursing at home
30. Prosthetics
31. Physical therapy, speech therapy and occupational therapy (excluding initial evaluation)
32. Residential treatment facility (behavioral health)
33. Skilled nursing facility
34. Skills training (behavioral health)
35. Substance abuse disorder treatment (excluding initial assessment)
36. TMJ diagnosis
37. Transplant evaluation
38. Therapeutic foster care
39. Vision care, medically necessary
40. Wheelchairs and accessories

Utilization management

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

Behavioral health authorizations

Members and/or PCPs can self refer to a participating behavioral health provider.
Phone: 832-828-1004
Fax: 832-825-8767

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 in-network providers, on an appropriate vendor requisition form. Participating providers, which may vary by product, include:

- Woodlake MRI & Diagnostics
- Universal 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 to an in-network laboratory, using an appropriate vendor requisition form. Participating providers, which may vary by product, include:

- Quest Laboratories
- Laboratory Corporation of America
- Clinical Pathology Laboratory, Inc.
- 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
Vaccine for Children (VFC):	800-252-9152