



# Provider Quick Reference Contact Guide



TexasChildrensHealthPlan.org

## Texas Children's Health Plan Provider Relations

- 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, Texas Children's Health Plan's web-based provider portal
- Concerns

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

## Commonly Used Links

Website:  
[www.TexasChildrensHealthPlan.org/For-Providers](http://www.TexasChildrensHealthPlan.org/For-Providers)  
 Email:  
[tchpprovrel@texaschildrens.org](mailto:tchpprovrel@texaschildrens.org)  
 Demographic changes:  
[tchpdemographicupdate@tchp.us](mailto:tchpdemographicupdate@tchp.us)  
 Provider concerns:  
[tchpproviderconcerns@tchp.us](mailto:tchpproviderconcerns@tchp.us)

## Texas Children's Health Plan Provider Claims

- Claim inquiry, questions and information about CHIP, STAR or STAR Kids
  - Eligibility/benefits question on all products
- Provider line:** ..... 832-828-1004  
**Telephone TouCHPoint:** ..... 832-828-1007  
**Provider line:** ..... 877-213-5508  
**Fax:** ..... 832-825-8778

## Texas Children's Health Plan Claims Filing Information

**Texas Children's Health Plan Claims**  
**PO Box 300286**  
**Houston, TX 77230-0286**

## Electronic Claims Submission

HIPAA-compliant electronic claims filing. Texas Children's Health Plan does not accept electronic UB92 claims for STAR through Availity.

<b>CHIP</b>	<b>STAR</b>
Emdeon and Availity: 76048	Emdeon: 75228
Legacy: 76048C	Availity: TXCSM
	Legacy: 76048M

## Texas Children's Health Plan Claims Appeals

**Texas Children's Health Plan**  
**Attn: Appeals**  
**PO Box 300286**  
**Houston, TX 77230-0286**

## Texas Children's Health Plan Provider and Vendor Check Payments (Refunds)

**Texas Children's Health Plan**  
**P.O. Box 841976**  
**Dallas, TX 75284-1976**

Submit a letter that briefly explains the overpayment. Please include the following essential items:

- Provider name, Tax ID, claim number, member name, member ID number, amount paid, and why you feel there was an overpayment

## Fair Hearing Contact information

Call ..... 1-800-659-5764 or TDD 1-800-735-2989

## Texas Children's Health Plan Fraud and Abuse Hotline

**Phone:** ..... 832-828-1320  
**Fax:** ..... 832-825-8722  
**Email:** ..... [FraudandAbuse@TCHP.us](mailto:FraudandAbuse@TCHP.us)

## Texas Children's Health Plan Contracting

- Contract clarification/interpretation and questions

**Phone:** ..... 832-828-1063  
**Email:** ..... [tchpnetworkmanagement@tchp.us](mailto:tchpnetworkmanagement@tchp.us)

## EFT Enrollment and Questions

**Change Healthcare EFT:** ..... 866-506-2830  
**Visit the ePayment website to sign up today:**  
[www.emdeon.com/epayment](http://www.emdeon.com/epayment)  
**Virtual Credit Card (VCC) payment:** 866-506-2830

## Provider TouCHPoint

Texas Children's Health Plan's online portal offers convenient 24-hour access to member information, including eligibility, status of claims or authorizations and current monthly panels.

For password lockouts call HealthTrio:  
 1-877-814-9909

First-time users, please have your Office Manager/ administrator complete the online registration form.

**Only one registration form is necessary per office.**

## TheCheckup.org

Texas Children's Health Plan's *TheCheckup* makes it easier for providers to stay current on news, announcements, blogs and more. To access, go to [www.TheCheckup.org](http://www.TheCheckup.org).

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## Texas Children's Health Plan Pharmacy Information

**Navitus website:** ..... [www.navitus.com](http://www.navitus.com)  
**Navitus toll free provider hotline:** 1-877-908-6023  
**Navitus customer care:** ..... 1-866-333-2757

## Texas Children's Health Plan Maternal Health

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

## Texas Children's Health Plan Care Coordination, Case and Disease Management

Referrals for assistance with chronic or complex conditions, such as asthma, obesity or diabetes and women's health and maternity. Requests for child birth and health education classes.

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

## Texas Children's Health Plan Nurse Family Partnership

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

## Texas Children's Health Plan 24-Hour Nurse Help Line

Members have access to registered nurses 24 hours a day, 7 days a week.

**Phone:** ..... 1-800-686-3831

## Texas Children's Health Plan Prior Authorizations

**Phone:** ..... 832-828-1004  
**Toll free:** ..... 1-877-213-5508  
**Fax:** ..... 832-825-8760

## Clinical Practice Guidelines

Available online at [www.tchp.us/providers/](http://www.tchp.us/providers/)

## Texas Children's Health Plan Behavioral Health Authorizations

Members can self-refer to a participating behavioral health provider.

**Phone:** ..... 832-828-1004  
**Toll free:** ..... 844-291-7505  
**Fax:** ..... 832-825-8767

## Behavioral Health/Substance Abuse Hotline

**STAR:** ..... 1-800-731-8529  
**CHIP:** ..... 1-800-731-8528

## Vision Services

Superior Vision  
**CHIP or STAR:** ..... 1-800-879-6901

## Dental Services

**DentaQuest (STAR):** ..... 1-800-516-0165  
**DentaQuest (CHIP):** ..... 1-800-508-6775  
**MCNA Dental:** ..... 1-800-494-6262

## Texas Children's Health Plan Laboratory Services

Providers should refer members for laboratory services to Quest using an appropriate vendor requisition form. Some laboratory services may require prior authorization.

## Utilization Management Guidelines

These guidelines are located at:

[www.texaschildrenshealthplan.org/for providers/providers-resources/practice-guidelines](http://www.texaschildrenshealthplan.org/for providers/providers-resources/practice-guidelines)

## Referrals

Patients should be referred to in-network specialists. When Texas Children's Health Plan 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.

## Phone Numbers for State Programs

- **CHIP Help Line:** ..... 1-800-647-6558
- **Early Childhood Intervention (ECI):** ..... 1-877-787-8999, option 1, then 0
- **Office of Women's Health and Education Services:** ..... 512-458-7796
- **Medical Transportation Program (MTP):** ..... 1-877-MED-TRIP (633-8747)
- **Texas Health Steps:** ..... 1-877-847-8377
- **Women, Infants & Children Program (WIC):** ..... 1-800-942-3678
- **Vaccine for Children (VFC):** ..... 1-800-252-9152 option 1



**Texas Children's  
Health Plan**

*The best decision a family can make.*

[TexasChildrensHealthPlan.org](http://TexasChildrensHealthPlan.org)