

Provider Quick Reference Contact Guide



TexasChildrensHealthPlan.org

Texas Children's Health Plan Provider Relations

Monday - Friday 8:00 a.m. - 5:00 p.m.

- Updates to provider demographic information
- Requests for supplies (forms, directories, etc.)
- Requests for information on accessing Provider TouCHPoint, Texas Children's Health Plan's web-based provider portal
- Request for educational in-services, CME, and educational material
- Concerns with Texas Children's Health Plan Policies and Procedures

Phone: 832-828-1008

Toll-Free: 800-731-8527

Fax: 832-825-8750

Email: tchpprovrel@texaschildrens.org

Provider Complaints

Phone: 832-828-1008

Fax: 832-825-8750

Email: TCHPPProviderConcerns@TCHP.us

Claim Submissions, Corrections, and Appeals

Phone: 832-828-1004

Toll-Free: 877-213-5508

Telephone TouCHPoint: 832-828-1007

Website: .. TexasChildrensHealthPlan.org/For-Providers

Submit claims, corrections, and appeals to:

**Texas Children's Health Plan Claims
PO Box 300286**

Houston, TX 77230-0286

- Claims filing deadline is 95 days from date of service
- Appeals deadline is 120 days from date of last disposition of claim
- Please submit claim as "CORRECTED CLAIM"

Effective: May 2017

Electronic Claims Submission

Change Healthcare: 1-800-735-8254

Payor ID: **STAR: 75228 CHIP: 76048**

Avality: 1-800-282-4548

Payor ID: **Institutional Claims: 76048**

Payor ID: **Professional Claims: 76048**

Payor ID: **STAR Professional: TXCSM**

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 Refunds Lockbox Address

**Texas Children's Health Plan
PO BOX 841976
Dallas, TX 75284-1976**

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

Contracting

For inquiries 832-828-1063

EFT Enrollment and Questions

Change Healthcare

Phone: 1-800-735-8254

Web: www.changehealthcare.com

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.

Texas Children's Health Plan Provider Portal

Texas Children's Health Plan's online portal offers convenient 24-hour access to:

- Check Claim Status
- Verify Member Eligibility
- Check Authorization Status
- Authorization Requests, Submissions, and Utilization Guidelines
- Claims Appeal Submissions
- Batch Claims Submissions
- Provider Education Material
- Clinical Practice Guidelines

Website: .. TexasChildrensHealthPlan.org/For-Providers

Texas Children's Health Plan Pharmacy Information

Navitus website: www.navitus.com

Navitus toll free provider hotline: 1-877-908-6023

Navitus customer care: 1-866-333-2757

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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

Authorization Information

Please call Texas Children's Health Plan for further information if you are unsure of prior authorization requirements. The list of services are subject to change and will be updated as required.

Phone: 832-828-1004

Toll-Free: 877-213-5508

Medical Prior Authorization Requests:

Fax: 832-825-8760 or 1-844-473-6860

Behavioral Health Prior Authorization Requests:

Fax: 832-825-8767 or 1-844-291-7505

Website: .. TexasChildrensHealthPlan.org/For-Providers

Texas Children's Health Plan Fraud and Abuse

Phone: 832-828-1320

Fax: 832-825-8722

Email: Fraudandabuse@TCHP.US

Behavioral Health/Substance Abuse Hotline

STAR: 1-800-731-8529

CHIP: 1-800-731-8528

STAR Kids: 1-800-659-5764

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.

www.texaschildrenshealthplan.org/for-providers/provider-resources

Texas Children's Health Plan Contracting

Phone: 832-828-1063

Email: tchpnetworkmanagemen@tchp.us

Texas Children's Health Service Coordination

Phone: 1-800-659-5764

Fax number 1: 346-232-4781

Fax number 2: 346-232-4782

Approved HHSC EVV vendors

DataLogic (Vesta) Software, Inc

Sales & Training Email: 1-800-879-6901

Phone: 888-800-2400

Tech Support Email: support@vesta.net

Website: vestaevv.com

MEDsys Software Solutions, LLC

Phone: 877-698-9392; Option 2

Support Phone: 877-698-9392; Option 1

Email: info@medsyshcs.com

Website: medsyshcs.com

EVV Questions and Concerns

Contact Provider Relations:

Phone: 832-828-1008

Toll-Free: 1-800-731-8527

Fax: 832-825-8750

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