



How to Submit a Complaint as a Medicaid Provider

Providers wishing to submit a complaint about a health or dental plan (managed care or dental maintenance organization) such as concerns about a claim, follow these steps.

STEP 1: Contact the health or dental plan

Refer to the MCO or DMO complaints/appeals section of the provider manual or website.



Texas Children's
Health Plan

For other complaints such as provider enrollment and re-enrollment, or traditional Medicaid claims:

› Call

800-925-9126



› or write to:

TMHP, Complaints Resolution Department
PO Box 204270, Austin, TX, 78720-4270

If you still need help:

STEP 2: Contact HHSC

Send a secure email to HHSC at hpm_complaints@hhsc.state.tx.us
or fill out this online form:

<https://texashhs.org/ManagedCareProviderComplaint>

What you'll need when you contact HHSC:

- › Provider's name, national provider identifier number, phone number, and contact person submitting complaint
- › Member's Medicaid ID number, name, birthday and address
- › Summary of complaint and any associated documents to be sent via secure email

What you can expect from HHSC:

- › Send you an acknowledgement letter within three to five business days
- › Start working on your complaint
- › Check in with you within five business days of receiving the complaint
- › Tell you what happened and anything you might need to do

For a complaint on behalf of a member, please follow step 1, and then submit a complaint to HHSC at <http://bit.ly/ComplaintSubmission> if you still need help.

For CHIP health or CHIP dental complaints, please follow step 1, and then contact TDI at ConsumerProtection@tdi.texas.gov if you still need help.



Provider Complaint Process

Texas Children's Health Plan recognizes that there are times when you may not be satisfied with a matter handled by Texas Children's Health Plan. Providers have the right to file a complaint related to that matter.

Provider Complaint Process to Texas Children's Health Plan

Providers who wish to file a complaint about Texas Children's Health Plan or one of our members can do so by submitting their complaint in writing. Please include a full description of your issue and attach any necessary supporting documentation or examples to assist in the resolution of the expressed concern.

Texas Children's Health Plan offers a number of ways to file a complaint:

- Online through Texas Children's Health Plan's Provider Portal at:
texaschildrenshealthplan.org/for-providers
- Emailing a complaint to the Provider Concern email box at:
TCHPPProviderConcerns@tchp.us
- Mailing or faxing a written complaint to the following:
Texas Children's Health Plan
Attention: Provider Complaint Resolution
Provider Complaint Resolution WLS 8308
P.O. Box 301011
Houston, TX 77230-1011
- Fax: 832-825-8750
- Contacting your Provider Relations Liaison. Their contact information is available here:
texaschildrenshealthplan.org/for-providers/meet-our-team
- Calling the Provider Relations Department at 832-828-1004 or toll-free at 1-800-731-8527

Complaint timeframes:

- Upon receipt of the complaint, the health plan will send an acknowledgement letter to the provider within five (5) business days
- Texas Children's Health Plan will respond to all provider complaints within thirty (30) calendar days of receiving the complaint

If you remain dissatisfied with the outcome of Texas Children's resolution response, providers can file their complaint to Texas Health and Human Services Office of Managed Care.

For additional information on Texas Children's Health Plan Guidelines and Procedures, please see our provider manuals and resources: texaschildrenshealthplan.org/for-providers/provider-resources