

Provider Frequently Asked Questions (“FAQ”)

Provider Inquiries	Answers
1. General Information	
1.1 What is EXL Services?	TCHP has contracted with an external auditor, EXL Service (EXL) to support its post-payment audit validation reviews for payment accuracy.
1.2 How does this impact the providers?	TCHP kindly asks that in the instance providers are selected for these audits by EXL to please comply accordingly. Providers chosen for these audits, will receive an audit letter from EXL requesting medical records for a specific timeframe of date of service (DOS) along with instructions on how and where to send the requested records (specified in the correspondence or letter from EXL)..
1.3 How do I find out the status of my audit?	Use the self service options available on the EXL Provider Portal available at https://exlhealthproviderportal.exlservice.com . Alternatively, contact EXL using the phone number provided on your medical records request letter and select the menu option 3 to be connected to the Clinical Auditing Department.
1.4 I did not receive a copy of the audit correspondence, or it has been misplaced. How can I obtain a copy?	Please contact EXL by phone: 833-717-0378, press 0 for further assistance.
1.5 How can I update provider contact information and?	You can contact EXL using the phone number provided on your medical records request and select the menu option 5 to be connected to the Pre Audit department or email your update to Pre.Audit@exlservice.com
1.6 Is there a user manual for the provider portal?	Refer to https://exlhealthproviderportal.exlservice.com/ and select “User Manual”. User Manual: Provides instructions to Providers on how to utilize the Provider Portal application to simplify the medical record submission. To access the user guide, click the User Manual icon provided at the top right corner of the page as shown in the following screenshot: The Provider Portal user guide will get downloaded as a PDF file on your computer.
2. Medical Records Requests	
2.1 How many days do I have to submit medical records?	Initial Medical Records Request: The Provider has 30 calendar days to send the records to EXL. Second Medical Records Request: The Provider has an additional 15 days to send the records to EXL. Third and Final Notice: Providers will have an additional 10 calendar days to send the records to EXL. If no records are received, TCHP will pursue recoupments on those claims.

2.2 How do I submit my medical records?	The quickest, most secure way to submit your records is through the EXL Provider Portal available at https://exlhealthproviderportal.exlservice.com/. Additional support can be found at https://www.exlservice.com/how-to-send-medical-records
2.3 How do I confirm that EXL has received my medical records submission?	You can use the self service options available on the EXL Provider Portal available at https://exlhealthproviderportal.exlservice.com. Alternatively, contact EXL using the phone number provided on your medical records request letter and select the menu option 1 to be connected to the Medical Records department or email your update to EXL.medrec@exlservice.com
2.4 I need to request an extension on my deadline to submit documentation.	Please contact EXL using the phone number provided on your medical records request and select the menu option 4 to be connected to the appropriate department or email your request to Pre.Audit@exlservice.com
3. Audit Determination	
3.1 I would like to discuss the audit results of my audit, who should I contact?	Please contact EXL using the phone number provided on your medical records request and select the menu option 3 to be connected to the Clinical Audit department or email your question to Clinical.Audit@exlservice.com
3.2 I did not respond in a timely manner to an audit request.	If no additional documentation is provided, EXL will submit results of these findings to Texas Children's Health Plan as final.
4. Appeals	
4.1 How do I submit an appeal or reconsideration request?	You have the right to appeal EXL findings. If you have received a findings letter, please follow the instructions on how to submit a request reconsideration. Please pay careful attention to the deadlines listed in the findings letter.
4.2 What should I include in the appeal?	Please forward any supportive and/or additional information to EXL within 30 calendar days of the date of the notification, in accordance with the instructions in the letter. Please place the audit findings letter on top of the audit report and return both pages with any additional documentation required.
4.3 How long does it take to receive an update on an appeal?	EXL will review your appeal and render a decision within 30 calendar days.

4.4 What is the appeal process?	If for any reason you do not agree with the findings, please note the appeal process below. Level 1 Appeal--If you do not agree with audit findings you can submit an appeal form and any supporting documentation within 30 calendar days of notification. The information is then forwarded to the appropriate EXL Audit Manager for review. The manager will then make the determination based on the appeal submitted and notify you within 30 calendar days of receipt. Level 2 Appeal--If you do not agree with the results of the level 1 appeal, you can submit a second appeal along with any supporting documentation within 30 calendar days of the notification. This information will be forwarded to the EXL Senior Director for review. The Senior Director will then make the determination based on the appeal submitted and notify you of the determination within 30 calendar days of receipt. The second appeal serves as the FINAL determination.
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Contact Information for EXL Services

General Contact

Monday - Friday, 8:00am – 5:00pm (CST)

Phone: (833) 717-0378, press 0

Fax Number: (412) 278-5841

Email: pre.audit@exlservice.com

Mailing address:

111 Ryan Court, Suite 300
Pittsburgh, PA. 15205

Portal Link

For any support or submission of medical records, please visit our provider portal. The portal also has many other self-service features along with FAQs, and a User Guide:

<https://exlhealthproviderportal.exlservice.com>

Escalations or Urgent Matters

Ashley Thompson, Assistant VP - Payment Integrity & Client Services

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