

Provider Quick Reference Contact Guide

Texas Children's Health Plan Provider Relations

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

Contact us for:

- 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 1-800-731-8527

Fax 832-825-8750

Email ProviderRelations@texaschildrens.org

Provider Complaints

Phone 832-828-1008

Fax 832-825-8750

Email TCHPPProviderConcerns@texaschildrens.org

Claim Submissions, Corrections, and Appeals

Phone 832-828-1004

Toll-Free 1-877-213-5508

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"

Electronic Claims Submission

Change Healthcare 866-506-2830 or 877-819-3267

Payor ID STAR 75228 CHIP 76048

Texas Children's Health Plan Refunds Lockbox Address

Texas Children's Health Plan

PO BOX 841976

Dallas, TX 75284-1976

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 1-877-213-5508

Fax 832-825-8778

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@texaschildrens.org

Contracting

For inquiries 832-828-1063

Email TCHPNetworkManagement@texaschildrens.org

Fax 832-825-9360

EFT Enrollment and Questions

Change Healthcare

Phone 866-506-2830 or 877-819-3267

Web 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 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

Provider Quick Reference Contact Guide

Texas Children's Health Plan Pharmacy Information

Navitus website 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

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 1-877-213-5508

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

STAR Kids LTSS / Private Duty Nursing

Fax 346-232-4757

Website TexasChildrensHealthPlan.org/For-Providers

Behavioral Health/Substance Abuse Hotline

STAR. 1-800-731-8529
 CHIP. 1-800-731-8528
 STAR Kids 1-844-818-0125

Vision Services

Envolve Vision
 CHIP. 1-844-520-3711
 STAR. 1-844-683-2305
 STAR Kids 1-844-212-7269

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

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
 Phone 1-844-880-2400
 Tech Support Email support@vesta.net
 Website vestaevv.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) *Option 1* 1-800-252-9152