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 ................................ TCHPProviderConcerns@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

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ND-0812-045
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
Enroll 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 to Quest using an appropriate vendor requisition form. Some
laboratory services may require prior authorization.
texaschildrenshealthplan.org/for-providers/provider-resources

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) ........................ 1-800-787-8999, 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 I .................. 1-800-252-9152