



# 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: ..... TCHPProviderConcerns@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](http://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](http://TexasChildrensHealthPlan.org/For-Providers)

### Texas Children's Health Plan Pharmacy Information

Navitus website: ..... [www.navitus.com](http://www.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: ..... 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](http://TexasChildrensHealthPlan.org/For-Providers)

## Texas Children's Health Plan Fraud and Abuse

Phone: ..... 832-828-1320

Fax: ..... 832-825-8722

Email: ..... [Fraudandabuse@TCHP.US](mailto: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

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.

[www.texaschildrenshealthplan.org/for-providers/provider-resources](http://www.texaschildrenshealthplan.org/for-providers/provider-resources)

## Texas Children's Health Plan Contracting

Phone: ..... 832-828-1063

Email: ..... [tchpnetworkmanagemen@tchp.us](mailto: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](mailto:support@vesta.net)

Website: ..... [vestaevv.com](http://vestaevv.com)

MEDsys Software Solutions, LLC

Phone: ..... 877-698-9392; Option 2

Support Phone: ..... 877-698-9392; Option 1

Email: ..... [info@medsyshcs.com](mailto:info@medsyshcs.com)

Website: ..... [medsyshcs.com](http://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