Provider Quick Reference Guide

Texas Children’s Health Plan Provider Network Management

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 ........................................ 832-828-1004
Toll-Free .................................... 1-800-731-8527
Fax .............................................. 832-825-8750
Email ..................................... providerrelations@texaschildrens.org

Provider Complaints

Phone ........................................ 832-828-1004
Fax .............................................. 832-825-8750
Email ..................................... tchpproviderconcerns@texaschildrens.org

Claim Submissions, Corrections, and Appeals

Phone ........................................ 832-828-1004
Toll-Free .................................... 1-800-731-8527
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 ............................. 1-800-735-8254
Payor ID ..................................... STAR 75228 CHIP 76048

Texas Children’s Health Plan Refunds Lockbox Address

Texas Children’s Health Plan
P.O. Box 841976
Dallas, TX 75284-1976

Texas Children’s Health Plan Provider Claims

- Claim inquiry, questions and information about CHIP or STAR
- Eligibility/benefits question on all products
  Provider line .................................. 832-828-1004
  Telephone TouCHPoint .................. 832-828-1007
  Provider line ................................ 1-800-731-8527
  Fax .............................................. 832-825-8778

Fair Hearing Contact information

Call ........................................... 832-828-1004 or 1-866-959-2555, option 1

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 ........................................ 1-800-735-8254
Website ..................................... changehealthcare.com

thecheckup.org

Texas Children’s Health Plan’s The Checkup 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 Guide

## Texas Children’s Health Plan Pharmacy Information
- Navitus website: [navitus.com](http://navitus.com)
- Navitus toll free provider hotline: 1-877-908-6023
- Navitus customer care: 1-866-333-2757

## Texas Children’s Health Plan Women’s 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: 1-800-731-8527

## 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)

## Behavioral Health/Substance Abuse Hotline
- STAR: 1-800-731-8529
- CHIP: 1-800-731-8528

## Vision Services
- Enolve Vision
  - CHIP: 1-844-520-3711
  - STAR: 1-844-683-2305

## 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](http://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 Texas HHSC EVV vendors
- DataLogic (Vesta) Software, Inc
  - Phone: 1-844-880-2400
  - Tech Support Email: support@vesta.net
  - Website: [vestaevv.com](http://vestaevv.com)

## EVV Questions and Concerns
Contact Provider Relations
- Phone: 832-828-1004
- 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)
- Phone: 1-877-787-8999, select language, then select option 3

### Office of Women’s Health and Education Services
- Phone: 512-458-7796

### Medical Transportation Program (MTP)
- Phone: 1-877-MED-TRIP (633-8747)

### Texas Health Steps
- Phone: 1-877-847-8377

### Women, Infants & Children Program (WIC)
- Phone: 1-800-942-3678

### Vaccine for Children (VFC)
- Phone: 1-800-252-9152, select option 1, then select language