

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

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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 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
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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
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Behavioral Health Prior Authorization Requests

Fax	832-825-8767 or 1-844-291-7505
Website	texaschildrenshealthplan.org/for-providers

Behavioral Health/Substance Abuse Hotline

STAR.	1-800-731-8529
CHIP.	1-800-731-8528

Vision Services

Enroll 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

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

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
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Early Childhood

Intervention (ECI)	1-877-787-8999, select language, then select option 3
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Office of Women's Health

and Education Services	512-458-7796
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Medical Transportation

Program (MTP)	1-877-MED-TRIP (633-8747)
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Texas Health Steps	1-877-847-8377
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Women, Infants & Children

Program (WIC)	1-800-942-3678
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Vaccine for Children (VFC)	1-800-252-9152, select option 1, then select language
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