

# Provider Quick Reference Guide

## Customer service

- Claim inquiry, questions, and information.
- Information about CHIP or STAR products.
- Eligibility/benefits questions on all products.

Phone: ..... 832-828-1004  
 Toll free:..... 1-877-213-5508  
 Telephone TouCHPoint:..... 832-828-1007  
 Fax: ..... 832-825-8777

## Texas Children's Health Plan Fraud and Abuse Hotline

Phone: ..... 832-828-1320  
 Fax: ..... 832-825-8722  
 Email:..... tchpfraudandabuse@texaschildrens.org

## Provider Relations

Inquiries regarding Texas Children's Health Plan policies and procedures.

- Contract clarification/interpretation.
- Fee schedule inquiries.
- Change of address/phone number/tax identification number.
- Requests for supplies (forms, directories, etc.).
- Information on provider educational in-services.
- Requests for information on accessing Provider TouCHPoint, Texas Children's Health Plan's web-based provider portal for claims, authorizations, eligibility, and information.

Phone: ..... 832-828-1008  
 Toll free:..... 800-731-8527  
 Fax: ..... 832-825-8750  
 Website: ..... [TexasChildrensHealthPlan.org/for-providers](http://TexasChildrensHealthPlan.org/for-providers)  
 Email:..... tchpprovrel@texaschildrens.org

## Texas Children's Health Plan Pharmacy information

Navitus website: ..... www.navitus.com  
 Navitus toll free provider hotline: ..... 1-877-908-6023  
 Navitus customer care: ..... 1-866-333-2757

## Provider TouCHPoint

Texas Children's Health Plan's new online portal offers you convenient 24-hour access to your patient's information. Through Provider TouCHPoint, you can view a Texas Children's Health Plan member's eligibility, check the status of your claim, submit an authorization, look up an explanation for CPT, diagnosis, or modifier codes, and more.

For password lockouts: ..... 1-877-814-9909

First-time users, please have your Office Manager complete the online registration form found at <https://healthtrioconnect.com/register/nonmember/userinfo/UserInformation?payor=1035&portal=Provider>.

Only 1 registration form is necessary per office.

## Vision services

CHIP and STAR:..... 800-879-6901 (Block Vision)

## Dental services

DentaQuest ..... 1-800-685-9971  
 MCNA Dental..... 1-800-494-6262

## Texas Children's Health Plan value added benefit:

FCL Dental (STAR members over 21) ..... 1-866-548-8123

## Care Coordination, Case, and Disease Management

Referrals for assistance with chronic, complex conditions, or maternity. Requests for birthing and health education classes.

Phone: ..... 832-828-1430  
 Fax: ..... 832-825-8745

## Asthma/obesity/diabetes education:

Phone: ..... 832-828-1004  
 Fax: ..... 832-825-8705

## Nurse Family Partnership:

Phone: ..... 832-828-1274  
 Fax: ..... 832-825-8710

## Nurse help line

Members have access to registered nurses 24 hours a day, 7 days a week.

Texas Children's Health Plan Nurse Help Line: ..... 800-686-3831

## Emdeon-EFT enrollment and questions

Visit the ePayment website [www.emdeon.com/epayment](http://www.emdeon.com/epayment) to sign up today.

Emdeon EFT telephone number: ..... 866-506-2830

## Electronic claims submission

HIPAA-compliant electronic claims filing. Texas Children's Health Plan does not accept electronic UB92 claims for STAR through Availity.

## CHIP

Emdeon and Availity: ..... 76048  
 Legacy: ..... 76048C

## STAR

Emdeon: ..... 75228  
 Availity: ..... TXCSM  
 Legacy: ..... 76048M

## Claims filing information

Filing deadlines for all products is 95 days from date of service.

Texas Children's Health Plan Claims  
 PO Box 300286  
 Houston, TX 77230-0286

## Claims appeals

All appeals must be received within 120 days from the previous health plan Explanation of Payment (EOP). Please use the appeal coversheet from Texas Children's Health Plan Provider Manual.

## Texas Children's Health Plan

Attn: Appeals  
 PO Box 300286  
 Houston, TX 77230-0286

## Prior authorizations

The prior authorization process is used to evaluate the medical necessity of a procedure, course of treatment, appropriate level of service, and length of stay prior to the provision of services. A copy of the prior authorization request form can be found in the Provider Manual. Prior authorizations should be requested 3 to 5 days prior to the scheduled date of service. Current services requiring authorization are listed below, but please check with Texas Children's Health Plan Utilization Management at **832-828-1004, option 5** or Provider TouCHPoint at [TexasChildrensHealthPlan.org/for-providers](https://www.texaschildrenshealthplan.org/for-providers) for updates to this list:

1. All out-of-network services
2. Ambulance services (non-emergent transport)
3. Augmentative Communication Devices
4. Baclofen injections/pump
5. Bariatric Surgery
6. Botox Injections
7. Chemotherapy non-FDA approved
8. Circumcision greater than 1 year of age
9. Cochlear Implant
10. Contact lenses due to disease process
11. Cosmetic Surgery
12. Cranial Molding Orthosis (Helmets)
13. Dental Medically necessary (except for cleft palate)
14. Gait trainer
15. Genetic testing including BRAC Analysis
16. Home Health Care
17. Hospital grade Blood Pressure Monitors in home use
18. Hospital Beds and accessories
19. Hospital Inpatient care
20. Makena Injections
21. Nutritional Supplements
22. Oral Surgery
23. Organ Acquisition
24. PET Scans
25. Prescribed Pediatric Extended Care Centers
26. Private Duty Nursing in home
27. Prosthetics
28. Skilled Nursing facility
29. SPECT Scans
30. Therapy - Physical, Occupational, Speech (including initial Eval)
31. TMJ diagnosis and treatment
32. Transplant Evaluation
33. Vision Care, medically necessary
34. Wheelchairs and accessories

## Behavioral health authorizations

1. All out-of-network services
2. Inpatient Care
3. Intensive Outpatient Treatment
4. Neuropsychological Testing
5. Outpatient Behavior Health visits greater than 30 (per Calendar year)
6. Partial Hospitalization
7. Psychological Testing (excluding initial eval)
8. Residential Treatment Facility
9. Targeted Case Management
10. Substance Use Disorder Treatment (excluding eval)

## Utilization management

Urgent authorization requests:

Phone: ..... 832-828-1004, option 5  
Toll-free: ..... 1-877-213-5508  
Fax: ..... 832-825-8760  
Toll-free fax: ..... 844-291-7505

## Behavioral health authorizations

Members and/or PCPs can self refer to a participating behavioral health provider.

Phone: ..... 832-828-1004, option 5  
Toll-free: ..... 844-291-7505  
Fax: ..... 832-825-8767

## Referrals

Patients should be referred to in-network specialists. When Texas Children's Health Plan members are referred for specialty care to an in-network specialist, it is not necessary to complete a referral form. Members may self-refer for in-network OB/GYN services, behavioral health, family planning, and any Texas Health Steps provider.

## Imaging services

It is not necessary to use a referral form for imaging services. Providers should refer members for imaging services using in-network providers, on an appropriate vendor requisition form. Participating providers, which may vary by product, include:

- Woodlake MRI & Diagnostics
- Universal MRI & Diagnostics
- Any contracted hospital

## Laboratory services

It is not necessary to use a referral form for laboratory services. Providers should refer members for laboratory services to an in-network laboratory, using an appropriate vendor requisition form. Participating providers, which may vary by product, include:

- Quest Laboratories
- Any contracted hospital

## Phone numbers for state programs

CHIP Help Line: ..... 800-647-6558  
Early Childhood Intervention (ECI): ..... 800-628-5115  
Family Planning Program: ..... 512-458-7796  
Medicaid Program Member Verification (NAIS): ..... 800-925-9126  
Medical Transportation Program (MTP): ..... 877-MED-TRIP (633-8747)  
STAR Help Line: ..... 800-964-2777  
STARLink Advocate for Medicaid: ..... 866-566-8989  
Texas Health Steps: ..... 877-847-8377  
Women, Infants & Children Program (WIC): ..... 800-942-3678  
Vaccine for Children (VFC): ..... 800-252-9152

## Behavioral Health Hotline

Members have access to 24/7 crisis assistance

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

## Provider and Vendor Check Payments (Refunds)

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

## Clinical practice guidelines

Available online at [TexasChildrensHealthPlan.org/for-providers](https://www.texaschildrenshealthplan.org/for-providers) or by contacting Provider Relations for a faxed copy



**Texas Children's  
Health Plan**

*The best decision a family can make.*