

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 information on the following:
 - Texas Children's Health Plan's provider portal, Texas Children's® Link
 - Accessing Provider TouCHPoint
 - Provider education such as new provider orientation or continued medical education (CME)
 - Texas Children's Health Plan's procedural information

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 TCHPPProviderConcerns@texaschildrens.org

Provider Portal. . . <https://epiccarelink.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 the date of service
- Appeals and Correct claims filing deadline is 120 days from the last date of disposition
- Paper claims must include all required information on the claim in the appropriate block. Information is not keyed from attachments. Superbills or itemized statements are not accepted as claim supplements.

Electronic Claims Submission

Availity Essentials 1-800-AVAILITY (282-4548)

Assistance is available Monday through

Friday 8:00 a.m.-5:00 p.m. ET.

<https://www.availity.com/availity-lifeline-self-serve-resources/>

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

Toll-Free 1-800-731-8527

Telephone TouCHPoint 832-828-1007

Fax 832-825-8778

State Fair Hearing Contact information

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

Texas Children's Health Plan Fraud and Abuse Hotline

Fraud, Waste, and Abuse Hotline 866-828-4924

or visit <https://tchpintegrity.com/>

Controls and Compliance Department

Phone 832-828-1320

Email TCHPSIU@texaschildrens.org

Fax 832-825-8722

Contracting

For inquiries 832-828-1004, option 6

Email TCHPNetworkManagement@texaschildrens.org

Fax 832-825-9360

EFT Enrollment and Questions

Please refer to the following Provider Alert:

<https://www.texaschildrenshealthplan.org/2024/02/26/provider-alert-optums-change-healthcare-network-interruption-update-payment-information>

Out-of-network providers: <https://www.texaschildrenshealthplan.org/2024/06/25/provider-alert-texas-childrens-provider-portal-now-accessible-to-out-of-network-providers>

texaschildrenshealthplan.org/providers

Texas Children's Health Plan's Providers website makes it easier for providers to stay current on provider alerts, resources, announcements and more.

Texas Children's Health Plan Provider Portal, Texas Children's® Link

Texas Children's Health Plan's online portal offers convenient 24-hour access to:

- Submit Single and Batch claims
- Check claim and authorization status
- Verify member eligibility
- Claims appeal submissions
- Authorization requests, submissions and utilization guidelines
- Provider education material
- Clinical Practice Guidelines

Website. <https://epiccarelink.texaschildrens.org/>

Provider Quick Reference Contact Guide

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
 Email nfpreferral@texaschildrens.org

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.

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 Toll-Free 1-800-731-8527

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 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

STAR Kids LTSS / Private Duty Nursing

Fax 346-232-4757

Post Hospital Discharge Authorizations

Fax 866-839-9879

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

Envolv 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

Nonemergency Medical Transportation (NEMT) and Value Added Services (VAS) Transportation

Medical Transportation Management (MTM) 1-888-401-0170

Texas Children's Health Plan Laboratory Services

Lab tests should be referred to TCHP in network labs or State of Texas Laboratories. Some laboratory services may require prior authorization.

<https://www.texaschildrenshealthplan.org/for-providers/prior-authorization-information>

Texas Children's Health Service Coordination

Phone 1-800-659-5764
 Fax number 1 346-232-4781

HHAeXchange - New EVV Vendor System

Website <https://www.hhaexchange.com/>
 Support Portal <https://www.hhaexchange.com/contact>

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) 1-877-787-8999, select language, then select option 3
 Office of Women's Health and Education Services. 512-458-7796
 Texas Health Steps. 1-877-847-8377
 Women, Infants & Children Program (WIC) 1-800-942-3678
 Vaccine for Children (VFC) *Option 1* 1-800-252-9152