

# 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](mailto:ProviderRelations@texaschildrens.org)

## Provider Complaints

Phone . . . . . 832-828-1004  
 Fax . . . . . 832-825-8750  
 Email . . . . . [TCHPProviderConcerns@texaschildrens.org](mailto: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](https://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 . . . . . 866-506-2830 or 877-819-3267  
 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](mailto:TCHPSIU@texaschildrens.org)  
 Fax . . . . . 832-825-8722

## Contracting

For inquiries . . . . . 832-828-1004, option 6  
 Email . . . . . [TCHPNetworkManagement@texaschildrens.org](mailto:TCHPNetworkManagement@texaschildrens.org)  
 Fax . . . . . 832-825-9360

## EFT Enrollment and Questions

Change Healthcare  
 Phone . . . . . 866-506-2830 or 877-819-3267  
 Web . . . . . [changehealthcare.com](https://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 [thecheckup.org](https://thecheckup.org).

## 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:

- 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](https://texaschildrenshealthplan.org/for-providers)

# Provider Quick Reference Contact 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 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 . . . . . 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](http://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

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

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

Veyo . . . . . 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.

[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

## 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