

## TMHP TELEPHONE AND ADDRESS GUIDE

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## TMHP Telephone and Fax Communication

Contact	Telephone/ Fax Number
TMHP Contact Center (general information) Automated Inquiry System (AIS)	1-800-925-9126 or 1-512-335-5986
Provider Enrollment Fax	1-512-514-4214
Comprehensive Care Program (CCP) (CCP prior authorization status and general CCP and Home Health Services information)	1-800-846-7470
Children with Special Health Care Needs (CSHCN) Services Program AIS	1-800-568-2413
CSHCN Services Program Fax	1-512-514-4222
Comprehensive Care Inpatient Psychiatric (CCIP) Unit (prior authorization and general information)	1-800-213-8877
Home Health Services (includes durable medical equipment [DME]): Option 1 – TMHP in-home care customer service Option 2 – DME supplier with completed Title XIX form Option 3 – Registered nurse (RN) with completed plan of care (POC)	1-800-925-8957
Health Insurance Premium Payment (HIPP)	1-800-440-0493
Long Term Care (LTC) Operations	1-800-626-4117
LTC—Nursing Facilities	1-800-727-5436
Telephone Appeals	1-800-745-4452
TMHP Electronic Data Interchange (EDI) Help Desk	1-888-863-3638
TMHP EDI Help Desk Fax	1-512-514-4228 1-512-514-4230
Texas Health Steps (THSteps) Dental Inquiries	1-800-568-2460
THSteps Medical Inquiries	1-800-757-5691
Third Party Resources (TPR) (Option 2)	1-800-846-7307
TPR Fax	1-512-514-4225
Medicaid Audit/Cost Reports	1-512-506-6117
Medicaid Audit Fax	1-512-506-7811
Family Planning (Tubal Ligation/Vasectomy Consent Forms) Fax	1-512-514-4229
Hysterectomy Acknowledgment Statements Fax	1-512-514-4218

## Primary Care Case Management (PCCM) Telephone Communication

Contact	Telephone Number
PCCM Case Management	1-888-276-0702
Nurse Helpline (clients only)	1-800-304-5468
PCCM Client Helpline	1-888-302-6688
PCCM Prenatal Care	1-877-518-0899
PCCM Provider Helpline	1-888-834-7226
PCCM Utilization Management Helpline	1-888-302-6167

## Written Communication With TMHP

All CMS-1500 forms (excluding ambulance, radiology/laboratory, immunization services, rural health, and mental health rehabilitation) sent to TMHP for the first time, as well as claims being resubmitted because they were initially denied as *incomplete claims*, must be sent to the following address:

Texas Medicaid & Healthcare Partnership  
Claims  
PO Box 200555  
Austin, TX 78720-0555

The post office box addresses must be used for the specific items listed in the following table:

Correspondence	Address
Appeals/adjustments of claims (except zero paid/zero allowed on Remittance & Status [R&S] Reports)  Electronically rejected claims past the 95-day filing deadline and within 120 days of electronic rejection report	Texas Medicaid & Healthcare Partnership Appeals/Adjustments PO Box 200645 Austin, TX 78720-0645
All first-time claims	Texas Medicaid & Healthcare Partnership Claims PO Box 200555 Austin, TX 78720-0555
Ambulance/CCP requests (prior authorization and appeals)	Texas Medicaid & Healthcare Partnership Comprehensive Care Program (CCP) PO Box 200735 Austin, TX 78720-0735
CSHCN Services Program claims	Texas Medicaid & Healthcare Partnership CSHCN Services Program Claims PO Box 200855 Austin, TX 78720-0735
Dental prior authorization requests	Texas Medicaid & Healthcare Partnership Dental Prior Authorization PO Box 202917 Austin, TX 78720-2917
Home Health Services prior authorizations	Texas Medicaid & Healthcare Partnership Home Health Services PO Box 202977 Austin, TX 78720-2977
Medicaid audit correspondence	Texas Medicaid & Healthcare Partnership Medicaid Audit PO Box 200345 Austin, TX 78720-0345
Medically Needy Clearinghouse (MNC) or Spend Down Unit correspondence	Texas Medicaid & Healthcare Partnership Medically Needy Clearinghouse PO Box 202947 Austin, TX 78720-2947
Provider Enrollment correspondence	Texas Medicaid & Healthcare Partnership Provider Enrollment PO Box 200795 Austin, TX 78720-0795

<b>Correspondence</b>	<b>Address</b>
Other provider correspondence	Texas Medicaid & Healthcare Partnership Provider Relations PO Box 202978 Austin, TX 78720-0978
Send all other written communication to TMHP	Texas Medicaid & Healthcare Partnership (Department) 12357-B Riata Trace Parkway, Suite 150 Austin, TX 78727
TPR/Tort correspondence	Texas Medicaid & Healthcare Partnership Third Party Resources/Tort PO Box 202948 Austin, TX 78720-2948
Provider Enrollment Contract/Credentialing	Texas Medicaid & Healthcare Partnership PCCM Contracting/Credentialing PO Box 200795 Austin, TX 78720-4270

## **Other TMHP Information**

### **TMHP Contact Center**

The TMHP Contact Center is available from 7 a.m. to 7 p.m., Central Time, Monday through Friday.

The TMHP Contact Center assists with questions such as:

- Provider enrollment procedures
- Claims filing procedures
- Policy information

The TMHP Contact Center is available to assist providers and clients. Please review the telephone and fax communication guides in this section for a list of contact phone and fax numbers.

For questions or information about Medicaid eligibility, clients are referred to their caseworker or the local Health and Human Services Commission (HHSC) office.

### **Automated Inquiry System (AIS)**

AIS provides the following information and services through the use of a touch-tone telephone: claim status, patient eligibility, benefit limitations, Medically Needy case status, Family Planning, current weekly payment amount, and claim appeals.

Eligibility and claim status information is available on AIS 23 hours a day, 7 days a week, with scheduled down time between 3 a.m. and 4 a.m., Central Time. All other AIS information is available from 7 a.m. until 7 p.m., Central Time, Monday through Friday. AIS offers 15 transactions per call.

For full instructions on the use and benefits of AIS, refer to the “Automated Inquiry System (AIS) User’s Guide” available on [www.tmhp.com](http://www.tmhp.com) or call the TMHP Contact Center at 1-800-925-9126 for faxed instructions.

### **TMHP Provider Relations**

The TMHP Provider Relations Department comprises a staff of Austin- and field-based provider relations representatives whose goal is to serve the health-care community by furnishing a variety of services and activities designed to inform and educate health-care providers about Texas Medicaid activities and claim submission procedures.

Provider Relations activities include the following:

- *Provider education through planned events.* Provider Relations representatives conduct a planned program of educational workshops, in-services, webinars, computer-based training (CBT) and other training sessions designed to keep all actively-enrolled providers informed of the latest policies, claim processing procedures, and federal and state regulations affecting Texas Medicaid.
- *Problem identification and resolution.* A staff of research coordinators is available to assist providers with clarification of Medicaid policies and assist with in-depth problem claim submission issues after initial inquiries are made with the TMHP Contact Center. Coordinators work closely with field-based regional representatives to coordinate the educational needs of the community.
- *Relationship with professional health-care organizations.* To ensure that Texas associations that represent health-care professions have up-to-date information about the requirements for participation in Texas Medicaid, the Provider Relations Department maintains a work relationship with these organizations. Also, the Provider Relations Department participates in several events sponsored by Texas health-care associations, such as conventions and conferences.

Visit [www.tmhp.com](http://www.tmhp.com) for Provider Relations contact information, or call the TMHP Contact Center at 1-800-925-9126 for assistance.

### **TMHP Electronic Data Interchange (EDI) Help Desk**

The TMHP EDI Help Desk assists Medicaid providers with EDI transactions. The TMHP EDI Help Desk is available at 1-888-863-3638 from 7 a.m. to 7 p.m., Central Time, Monday through Friday.

TMHP EDI Help Desk activities and responsibilities include, but are not limited to, the following:

- Enrolling providers for electronic billing
- Qualifying vendors for TMHP EDI production through testing
- Diagnosing claim transmission problems through research
- Consulting with provider billing personnel, billing services, and software vendors regarding TMHP EDI

TMHP EDI Help Desk staff assists with questions about TMHP EDI, TexMedConnect, and electronic transmissions at 1-888-863-3638.

Providers who employ hardware or software vendors should contact those vendors for the resolution of technical problems.

### **State of Texas Access Reform (STAR) Program**

Contact	Telephone
STAR, STAR+PLUS, and NorthSTAR Help Line (MAXIMUS)	1-800-964-2777

**Refer to:** Subsection A.2.1, “Telephone Communication with HHSC and DSHS” in Appendix A, State and Federal Offices Communication Guide (*Vol. 1, General Information*) for agency telephone numbers.

