TMHP Contact Center May Experience Delays Starting March 1, 2012

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The following two changes, which will be effective on March 1, 2012, could have a significant impact on TMHP Contact Center call wait times:

- The expansion of Medicaid Managed Care and the termination of Primary Care Case Management are expected to generate more calls than usual.

- The transfer of operational responsibility for the state’s Medical Transportation Program (MTP) to TMHP will add thousands of new providers that could be potential callers to the Contact Center.

Information about these implementations is available elsewhere on the TMHP website. Although it is too soon to predict the impact these two changes will have on the Contact Center, providers should be prepared for possible delays when calling the Contact Center.

TMHP has many additional resources that acute care providers can use if they are experiencing delays. Providers can:

- Check client eligibility and claim status by logging in to their account on the secure provider portal or call the Automated Inquiry System (AIS) to check client eligibility and claim status.

- Search the TMHP website for information about procedure codes.

TMHP appreciates providers’ patience during this time of transition.