TMHP Call Tree Options for 1-800-925-9126 Will Be Updated on May 16, 2016

Information posted April 19, 2016

TMHP will make modifications to the TMHP Contact Center Provider Call Tree on May 16, 2016, to provide a more efficient and improved experience for providers. The updated options will connect providers to more specialized customer service.

The new options will be:

- Option 1: Automatic Transactions
- Option 2: Provider Inquiries
  - Option 1: Client Eligibility
  - Option 2: Claims Status
  - Option 3: Authorizations
  - Option 4: Telephone Appeals
  - Option 5: Benefit Limitations and Dental History
  - Option 6: Accounts Receivable and Financial Transactions
- Option 3: Provider Enrollment
- Option 4: Electronic Data Interchange (EDI) Help Desk
- Option 5: Healthy Texas Women (HTW), Texas Women’s Health Program (TWHP), or Family Planning Program
- Option 6: Electronic Health Records (EHR)
- Option 7: Electronic Visit Verification (EVV)
- Option 8: Third Party Resources (TPR)

For more information, call the TMHP Contact Center at 1-800-925-9126.