

## **CSHCN Telephone Appeals Process for Claim Corrections Now Available**

Information posted July 14, 2017

Effective immediately, the Children with Special Health Care Needs (CSHCN) Services Program telephone appeal process for claims corrections is available.

CSHCN telephone appeals, along with TMHP-CSHCN Services Program Automated Inquiry System (AIS), must follow the guidelines in the *CSHCN Services Program Provider Manual*.

This line is available for providers to request a claim appeal. The provider must have the most recent 24-digit claim number, and the appeal process is limited to specific claim criteria.

The TMHP-CSHCN Services Program Contact Center is available Monday through Friday from 7:00 a.m. to 7:00 p.m., Central Time, and is the main point of contact for the CSHCN Services Program provider community.

For more information, call the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413.