

Children with Special Health Care Needs (CSHCN) Services Program

Provider Frequently Asked Questions

Q: What is the Children with Special Health Care Needs (CSHCN) Services Program?

A: The CSHCN Services Program was created in 1933 to help children with special health care needs in Texas improve their health, well-being, and quality of life. It is a separate program from Medicaid with its own funding source. Currently, the Program has approximately 3,000 clients in the state (this number includes clients eligible for benefits and clients on the waiting list).

These clients need routine dental care and primary care services as well as some specialty services.

Q: Who qualifies for the CSHCN Services Program?

A: A person younger than 21 years of age who has a chronic physical or developmental condition:

- The applicant's condition may exist with accompanying developmental, mental, behavioral, or emotional conditions *but* is not solely a delay in intellectual developmental or solely a mental, behavioral, or emotional condition.

OR

- A person of any age who has cystic fibrosis.

The CSHCN Services Program is not an entitlement program. Applicants must meet income and residency requirements along with the chronic medical condition.

Applications can be requested at **1-800-252-8023**.

Q: Do I have to be enrolled in Texas Medicaid?

A: Yes, you must be enrolled in Medicaid first.

Providers already enrolled in Medicaid can submit the CSHCN Services Program Deeming Agreement found on TMHP.com on the Provider CSHCN page.

Q: Is billing for the CSHCN Services Program different than the other state health programs?

A: No, you will still bill TMHP for services provided to these clients. However you must use your CSHCN Services Program TPI instead of your Medicaid TPI. Electronic claims must also include the CSN or DM3 Benefit Code as appropriate in the designated field.

Note: *Claims for provider services cannot be paid unless the provider is enrolled in the Program.*

Q: What resources are available to participating providers?

A: Resources include:

- Free Continuing Education Units at TMHP.com
- TMHP Contact Center: **1-800-568-2413**
- TMHP.com

Q: What other resources are available to the CSHCN Services Program clients?

A: Medical Transportation Program (MTP):

1-877-633-8747

Case Management to find a Case Manager:

1-800-252-8023

Q: Can these clients have other types of coverage?

A: Yes, these clients may have additional coverage such as:

- Private insurance
- Dental insurance
- Health maintenance organization (HMO)
- Preferred provider organization (PPO)
- Medicare – Parts A, B, and D
- Medicaid
- CHIP

The CSHCN Services Program is the payor of last resort.