

# **APPENDIX A: STATE, FEDERAL, AND TMHP CONTACT INFORMATION**

**TEXAS MEDICAID PROVIDER PROCEDURES MANUAL: VOL. 1**

**APRIL 2026**



# APPENDIX A: STATE, FEDERAL, AND TMHP CONTACT INFORMATION

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## A.1 Texas Health and Human Services Commission (HHSC) and Texas Department of State Health Services (DSHS) Office Addresses

Use the following address for general inquiries or for any group that is not listed in the following table:

Texas Health and Human Services Commission  
PO Box 13247  
Austin, TX 78711-3247

**Note:** Remember to use the four-digit addition to the ZIP Code.

Use the following address for the HHSC Inspector General:

Texas Health and Human Services Commission  
Office of Inspector General  
PO Box 85200  
Austin, TX 78708-5200

**Note:** Remember to use the four-digit addition to the ZIP Code.

For the following groups, use the corresponding address and include the group name on the second line of the address.

| Address  | Group Name   |
|--|--|
| HHSC<br>Medicaid CHIP–H-200<br>PO Box 85200<br>Austin, TX 78708                                |  |
| HHSC<br>Quality Review/Limited Program—1323<br>PO Box 85200<br>Austin, TX 78708                |  |
| HHSC<br>Third Party Liability (TPL)<br>PO Box 85200<br>Mail Code 1354<br>Austin, TX 78708-5200 |  |
| HHSC Medical & UR Appeals<br>Mail Code H-230<br>4601 W Guadalupe ST<br>Austin, TX 78751        |  |
| HHSC<br>Vendor Drug Program (MC-2250)<br>701 W. 51st St.<br>Austin, TX 78751                   |  |
| HHSC<br>Family Planning<br>PO Box 149347<br>Mail Code 0224<br>Austin, TX 78714-9347            |  |
| DSHS<br>PO Box 149347<br>Austin, TX 78714-9347   | Children with Special Health Care Needs (CSHCN) Services Program (Mail Code 1938)<br>Genetic Services (1918)<br>Indigent Health Care (Mail Code 2831)<br>Texas Health Steps (THSteps) (Mail Code 1938)<br>Case Management for Children and Pregnant Women (Mail Code 1938) |

## A.2 HHSC Access and Eligibility Services (AES)

| Region              | Regional Director                             |                  |                       | Administrative Assistant |
|---------------------|---|------------------|-----------------------|--------------------------|
| 01<br>Lubbock       | Beth Miller                                   | Office:          | 1-806-783-6637        |                          |
|                     | 6302 Iola Avenue                              | FAX:             | 1-806-783-6630        | 1-806-783-6632           |
|                     | Lubbock, TX 79424                             | Mail Code: 217-1 |                       |                          |
|                     | Amarillo: 1-806-356-3151                      | Toll Free:       | 211<br>1-877-541-7905 |                          |
| 02/09<br>Abilene    | Sandra McKinney                               | Office:          | 1-325-795-5526        |                          |
|                     | 4601 South First Street                       | FAX:             | 1-325-795-5523        | 1-325-795-5522           |
|                     | Abilene, TX 79604                             | Mail Code: 001-1 |                       |                          |
|                     | PO Box 521<br>Abilene, TX 79604               | Toll Free:       | 211<br>1-877-541-7905 |                          |
| 03<br>Grand Prairie | Tracy Hays                                    | Office:          | 1-972-337-6171        |                          |
|                     | 801 South State Hwy 161                       | FAX:             | 1-972-337-6298        | 1-972-337-6166           |
|                     | Grand Prairie, TX 75051                       | Mail Code: 012-5 |                       |                          |
|                     | PO Box 532089<br>Grand Prairie, TX 75053-2089 | Toll Free:       | 211<br>1-877-541-7905 |                          |
| 04<br>Tyler         | Fay Booker                                    | Office:          | 1-903-509-5142        |                          |
|                     | 302 East Rieck Road                           | FAX:             | 1-903-509-5133        | 1-903-509-5125           |
|                     | Tyler, TX 75703                               | Mail Code: 313-5 |                       |                          |
|                     |   | Toll Free:       | 211<br>1-877-541-7905 |                          |
| 05<br>Beaumont      | Stephanie Semien                              | Office:          | 1-409-951-3425        |                          |
|                     | 350 Pine Street, 9th Floor                    | FAX:             | 1-409-951-3449        | 1-409-730-4027           |
|                     | Beaumont, TX 77701                            | Mail Code: 028-1 |                       |                          |
|                     |   | Toll Free:       | 211<br>1-877-541-7905 |                          |
| 06<br>Houston       | Gracie Perez                                  | Office:          | 1-713-767-2417        |                          |
|                     | 5425 Polk Street, Suite 230                   | FAX:             | 1-713-767-2323        | 1-713-767-3177           |
|                     | Houston, TX 77023                             | Mail Code: 178-7 |                       |                          |
|                     | PO Box 16017<br>Houston, TX 77222-6017        | Toll Free:       | 211<br>1-877-541-7905 |                          |
| 07<br>Austin        | Sandra Dillett                                | Office:          | 1-512-832-7617        |                          |
|                     | 4616-1 West Howard Lane, Suite 120            | FAX:             | 1-512-832-7665        | 1-512-832-7692           |
|                     | Austin, TX 78728                              | Mail Code: 016-1 |                       |                          |
|                     |   | Toll Free:       | 211<br>1-877-541-7905 |                          |
| 08<br>San Antonio   | Teriann Lyons                                 | Office:          | 1-210-619-8226        |                          |
|                     | 11307 Roszell                                 | FAX:             | 1-210-619-8293        | 1-210-619-8019           |
|                     | San Antonio, TX 78217                         | Mail Code: 279-4 |                       |                          |
|                     | PO Box 23990<br>San Antonio, TX 78223         | Toll Free:       | 211<br>1-877-541-7905 |                          |

| Region                           | Regional Director                       | Administrative Assistant |                       |                |
|----------------------------------|---|--------------------------|-----------------------|----------------|
| 10<br>El Paso                    | Kate Hill                               | Office:                  | 1-915-834-7580        |                |
|                                  | 401 East Franklin                       | FAX:                     | 1-915-834-7582        | 1-915-834-7581 |
|                                  | El Paso, TX 79901                       | Mail Code:               | 111-1                 |                |
|                                  | PO Box 981017<br>El Paso, TX 79998-1017 | Toll Free:               | 211<br>1-877-541-7905 |                |
| 11<br>Edinburg                   | Cynthia Pena                            | Office:                  | 1-956-316-8272        |                |
|                                  | 2520 South Veterans Road                | FAX:                     | 1-956-316-8175        | 1-956-316-8277 |
|                                  | Edinburg, TX 78539                      | Mail Code:               | 108-1                 |                |
|                                  | PO Box 960<br>Edinburg, TX 78540-0960   | Toll Free:               | 211<br>1-877-541-7905 | 1-956-316-8361 |
| ART &<br>Customer<br>Care Center | Debra Gault                             | Office:                  | 1-713-696-2380        |                |
|                                  | 1457 E 40th St                          | FAX:                     | 1-956-316-8175        | 1-979-282-6519 |
|                                  | Houston, TX 77022                       | Mail Code:               | 945-1                 |                |
| MEPD                             | Rachel Patton                           | Office:                  | 1-512-908-9431        |                |
|                                  | 1601 Rutherford Lane                    | FAX:                     |                       | 1-903-927-0280 |
|                                  | Austin, TX 78754                        | Mail Code:               | 227-1                 |                |

For additional office information, visit the HHSC website at [hhs.texas.gov](https://hhs.texas.gov).

**Referto:** Subsection A.5, “DSHS Health Service Regions Map” in this section to identify the regional boundaries.

### A.2.1 Telephone Communication with HHSC and DSHS

| Contact  | Telephone Number |
|--|------------------|
| Assessment Utilization Services (limited program) (Option 4)             | 1-800-436-6184   |
| HHSC Hearing Services for Children (HSC) (hearing aid, evaluations)      | 1-800-925-9126   |
| DSHS Emergency Medical Services Division                                 | 1-512-834-6700   |
| DSHS ImmTrac2 Help Desk  | 1-800-348-9158   |
| DSHS Immunization Branch   | 1-800-252-9152   |
| Medical Transportation Program (MTP) Hotline                             | 1-877-633-8747   |
| THSteps/EPSTDT Hotline   | 1-877-847-8377   |
| Vendor Drug Program Pharmacy and Technical Call Center (fee-for-service) | 1-800-435-4165   |

### A.3 Client Telephone Communication with HHSC

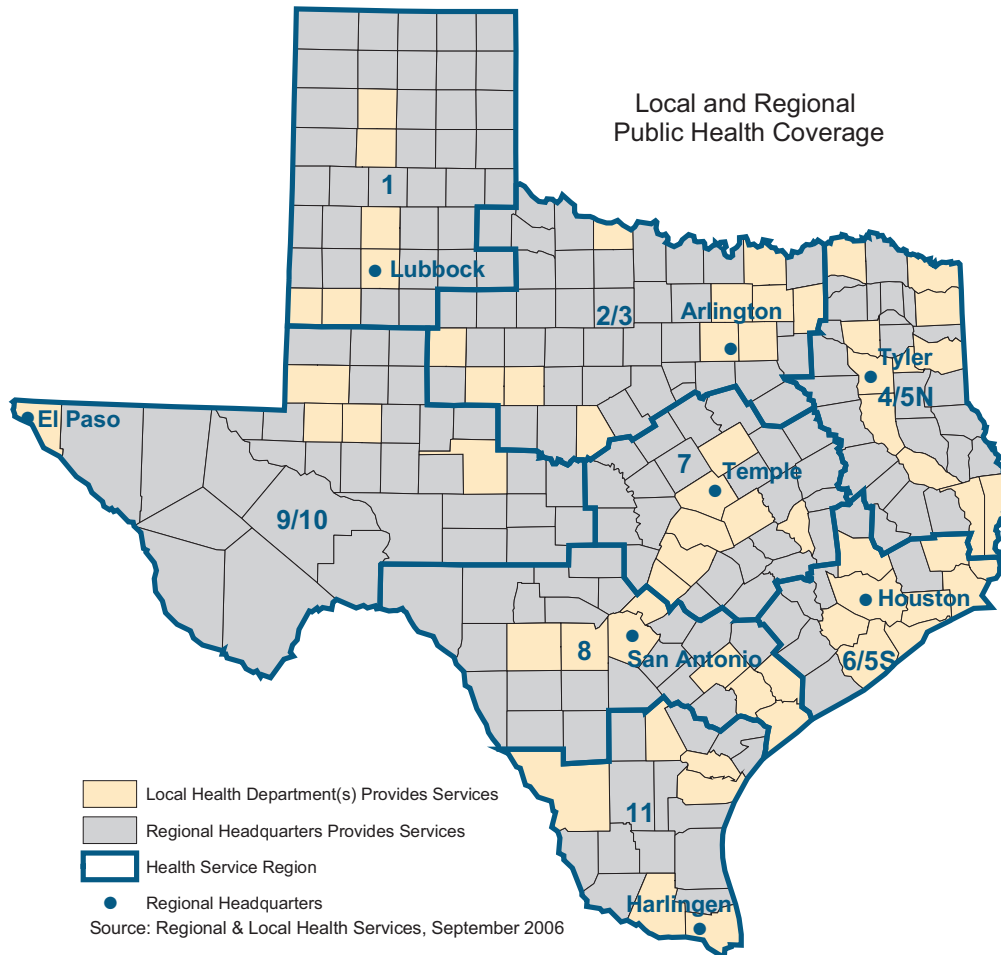
Clients can call the client toll-free number at 1-800-252-8263.

### A.4 Federal and State Telephone Numbers

| Telephone Number                   | Department/Program   |
|------------------------------------|--|
| 1-800-CDC- INFO<br>1-800-232-4636) | AIDS Hotline (Nationwide, distributed by Centers for Disease Control and Prevention [CDC], Atlanta, Georgia) |
| 1-800-299-2437                     | HIV/STD InfoLine   |
| 1-800-255-1090                     | Texas HIV Medication Program   |
| 1-800-252-5400                     | Child/Elder Abuse Intake (Department of Family and Protective Services [DFPS])                               |
| 1-512-776-7420                     | Vision and Hearing Screening Program (DSHS)  |
| 1-512-834-6650, Ext. 2601          | Clinical Laboratory Improvement Amendments (CLIA) Certification Line   |

| Telephone Number   | Department/Program   |
|--|--|
| 1-800-458-9858   | Client Abuse Hotline for Long Term Care Services and Support—Nursing Facilities (HHSC)   |
| 1-800-252-8263   | Client Inquiry Hotline (HHSC) (Medicaid questions from clients with Medicaid only)   |
| 1-512-776-7745   | THSteps Program (DSHS)   |
| 1-888-963-7111 ext. 7318 or<br>1-512-776-7318<br>Fax: 1-512-776-7294 | THSteps Laboratory Services (DSHS)   |
| 1-888-963-7111 ext. 7661 or<br>1-512-776-7661<br>Fax: 1-512-776-7672 | Laboratory Supply Orders (DSHS)  |
| 1-888-963-7111 ext. 7578 or<br>1-512-776-7578                        | Report of Laboratory Test Results (DSHS)   |
| 1-512-776-7796   | HHSC Family Planning   |
| 1-800-436-6184   | Fraud or Abuse of Provider Services (HHSC Office of Inspector General)   |
| 1-800-436-6184   | Fraud or Abuse/Long Term Care Services and Support—Nursing Facilities/HHSC   |
| 1-800-436-6184   | Fraud or Abuse/Client/HHSC Office of the Inspector General   |
| 1-800-792-1109   | Goal-Directed Therapy  |
| 1-512-438-3169<br>or 1-800-252-8010                                  | Hospice Program (HHSC Policy Development division)   |
| 1-800-252-9152   | Immunization Branch (DSHS)   |
| 1-800-925-9126   | Medically Needy Spend Down Unit  |
| 1-800-MEDICARE<br>or 1-800-633-4227                                  | Medicare/Social Security Administration  |
| 1-800-925-9126   | Newborn Screening (DSHS)   |
| 1-800-925-9126   | HHSC Hearing Services for Children (HSC)   |
| 1-877-787-8999   | HHS Office of the Ombudsman (for information about ECI or to refer a child.)   |
| 1-800-436-6184   | Recipient Utilization Control Unit (HHSC)<br>(for limited status review and for referrals from providers for potential client overutilization, etc.) |
| 1-512-776-7796   | Breast and Cervical Cancer Services (DSHS)   |
| 1-713-526-2559   | Snellen Letter (Tumbling E Wall Chart)   |
| 1-800-435-4165   | Vendor Drug Program (HHSC) (fee-for-service)<br>(specifically for pharmacy use)  |
| 1-877-728-3927   | Vendor Drug Program Prior Authorization Center (fee-for-service)   |
| 1-866-993-9972   | Healthy Texas Women (HTW) program Eligibility  |
| 1-512-776-7796   | Cervical Cancer Screening  |

## A.5 DSHS Health Service Regions Map



## A.6 DSHS Health Service Region Contacts

| Health Service Region 1<br>Regional Office (Lubbock)                                       | Health Service Regions 2 & 3<br>Regional Office (Arlington)  |
|--|--|
| DSHS/PHR 1<br>6302 Iola Ave.<br>Lubbock, TX 79424<br>1-806-744-3577<br>Fax: 1-806-783-6435 | DSHS/PHR 2 & 3<br>1301 S. Bowen, Suite 200<br>Arlington, TX 76013<br>1-817-264-4500<br>Fax: 1-817-264-4506 |
| Regional Medical Director<br>Peter W. Pendergrass, MD, MPH                                 | Regional Medical Director<br>James A. Zoretic, MD  |
| Deputy Regional Director<br>Barry Wilson   | Deputy Regional Director (acting)<br>Earlene Quinn   |
| Manager of Social Work Services and Case Management<br>Judy Lara, LBSW                     | Manager of Social Work Services and Case Management<br>Lindsay Matousek, LMSW, CCM                         |
| Communicable Disease Manager<br>Vacant   | Director of Clinic Operations<br>Dorothy Kuhlmann, RN  |
| Immunization Program Manager<br>Keila Johnson  | Immunization Program Manager<br>Sonna Sanders  |

| <b>Health Service Region 1<br/>Regional Office (Lubbock)</b>  | <b>Health Service Regions 2 &amp; 3<br/>Regional Office (Arlington)</b>   |
|---|---|
| Tuberculosis Team Leader<br>Melanie Lee   | Communicable Disease Program Manager<br>Gary Willett  |
| THSteps Operations Lead<br>Elizabeth Stanford<br>6302 Iola Ave<br>Lubbock, TX 79424<br>Mail Code: 1899<br>1-806-783-6445<br>Fax: 1-806-783-6455 | Tuberculosis Team Leader<br>Jeff Ralston  |
|   | Emergency Preparedness<br>Bryan Flow, DVM   |
|   | THSteps Operations Lead<br>Grady Asher<br>1301 S. Bowen Road #200, Mail Code 1905<br>Arlington, TX 76013<br>1-817-264-4918<br>Fax: 1-817-264-4910 |
|   | HIV/STD Program Manager<br>Vacant   |

| <b>Health Service Regions 4 &amp; 5 (North)<br/>Regional Office (Tyler)</b>  | <b>Health Service Regions 6 &amp; 5 (South)<br/>Regional Office (Houston)</b>  |
|--|--|
| DSHS/PHR 4 & 5 North<br>2521 West Front Street<br>Tyler, TX 75702<br>1-903-595-3585<br>Fax: 1-903-593-4187                                     | DSHS 6 & 5 South<br>5425 Polk Avenue, Suite J<br>Houston, TX 77023<br>1-713-767-3000<br>Fax: 1-713-767-3049  |
| Regional Medical Director<br>Dr. Paul K. McGaha, DO, MPH   | Regional Medical Director (Acting)<br>John G. Jordan, M.D., MPH  |
| Deputy Regional Director<br>Vacant   | Deputy Regional Director<br>Greta Etnyre, MS, RD   |
| Manager of Social Work Services and Case Management<br>Caleb Rackley, LMSW   | Manager of Social Work Services and Case Management<br>Vacant  |
| Director of Nursing<br>Barbara Lay, RN, MSN  | Director of Nursing<br>Melinda Denson, RN, MPH   |
| Immunization Program Manager<br>Toni Wright  | Immunization Program Manager<br>Angel H. Angco, MBA, RN  |
| HIV/STD Program Manager<br>Charles O'Brien   | HIV/STD Program Manager<br>Linda Hollins   |
| Tuberculosis Program Manager<br>Teresa Santiago, RN  | Tuberculosis Program Manager<br>Lewis Gonzalez, MD   |
| THSteps Operations Lead<br>Sherrylynn Adams, LBSW<br>2521 W. Front, Mail Code 1358<br>Tyler, TX 75702<br>1-903-533-5357<br>Fax: 1-903-595-4706 | THSteps Operations Lead<br>Shannon Jones<br>5425 Polk Avenue, Suite J, Mail Code 1906<br>Houston, TX 77023-1497<br>1-713-767-3105<br>Fax: 1-713-767-3125 |

| <b>* Health Service Region 7<br/>Regional Office (Temple)</b>   | <b>Health Service Region 8<br/>Regional Office (San Antonio)</b>  |
|---|---|
| DSHS/PHR 7<br>2408 S 37th Street<br>Temple, TX 76504-7168<br>1-254-778-6744<br>Fax: 1-254-778-4066  | DSHS/PHR 8<br>7430 Louis Pasteur Drive<br>San Antonio, TX 78229<br>1-210-949-2000<br>Fax: 1-210-949-2015  |
| Regional Medical Director<br>Lisa Cornelius, MD, MPH  | Regional Medical Director<br>Sandra Guerra-Cantu, MD, MPH   |
| Deputy Regional Director<br>Jon Huss  | Deputy Regional Director<br>Gail Morrow, MPH  |
| Manager of Social Work Services and Case Management<br>Leesa Ferrero, LMSW  | Manager of Social Work Services and Case Management<br>Leticia Guerra, LBSW   |
| Director of Nursing<br>Pauline Culbert, MSN, RN   | Director of Nursing<br>Sandra Jones, MSN, CNS   |
| Immunization Program Manager<br>Diane Romnes  | Immunization Program Manager<br>Laurie Henefey  |
| HIV/STD Program Manager<br>Al Gonzales  | Communicable Disease Program Manager<br>Cherise Rohr-Allegrini, PhD   |
| Tuberculosis Program Manager/Nurse Consultant<br>Dana Schoepf, RN   | HIV/STD Program Manager<br>Joanna Nichols, MPH  |
| THSteps Operations Co-Leads<br>Kimberly Langley<br>1-254-760-1176<br>2408 S. 37th Street, Mail Code 1902<br>Temple, TX 76504<br>Fax: 1-254-778-5490 | THSteps Operations Lead<br>Velma Stille<br>7430 Louis Pasteur Drive, Mail Code 5716<br>San Antonio, TX 78229<br>1-210-949-2159<br>Fax: 1-210-949-2041 |
| THSteps Operations Co-Leads<br>Suzan Hutchison<br>1-254-231-9195<br>2408 S. 37th Street, Mail Code 1902<br>Temple, TX 76504<br>Fax: 1-254-778-5490  |   |

| <b>Health Service Regions 9 &amp; 10<br/>Regional Office (El Paso)</b>                                      | <b>Health Service Region 11<br/>Regional Office (Harlingen)</b>                                    |
|---|--|
| DSHS/PHR 9 & 10<br>401 E. Franklin, Suite 210<br>El Paso, TX 79901<br>1-915-834-7682<br>Fax: 1-915-834-7808 | DSHS/PHR 11<br>601 W. Sesame Drive<br>Harlingen, TX 78550<br>1-956-423-0130<br>Fax: 1-956-444-3293 |
| Regional Medical Director<br>James A. Zoretic, M.D., M.P.H.,<br>Interim Regional Medical Director           | Regional Medical Director<br>Brian Smith, MD, MPH  |
| Deputy Regional Director<br>Blanca Serrano, MPH, RS   | Deputy Regional Director<br>Sylvia Garces-Hobbs  |
| Manager of Social Work Services and Case Management<br>Patrice Loge, LMSW                                   | Manager of Social Work Services and Case Management<br>Angelica Martinez, MS, LBSW                 |
| Director of Nursing<br>Sharon Lindsey, RN   | Director of Nursing<br>Darlene Farias, RN  |
| Immunization Program Manager<br>Jose Padilla  | Immunization Program Manager<br>Ivette Nunez   |

| <b>Health Service Regions 9 &amp; 10<br/>Regional Office (El Paso)</b>  | <b>Health Service Region 11<br/>Regional Office (Harlingen)</b>   |
|---|---|
| HIV/STD Program Manager<br>Oscar Hernandez  | HIV/STD Program Manager<br>Richard Anguiano   |
| Communicable Disease Manager<br>Gale Morrow, MPH, CHES  | Tuberculosis Program Manager<br>Maria San Pedro, MSPHN, RN  |
| THSteps Operations Lead<br>Patrice Loge, LMSW<br>401 E. Franklin, Suite 200, Mail Code 1903<br>El Paso, TX 79901<br>1-915-834-7733<br>Fax: 1-915-834-7802 | THSteps Operations Lead<br>Ray Garza<br>601 W. Sesame Drive, Mail Code 1907<br>Harlingen, TX 78550<br>1-956-421-5563<br>Fax: 1-956-444-3293 |

## A.7 State Participating Local Health Departments and Public Health Districts

Information for local health departments and public health districts can be found on the Texas Department of State Health Services website at: <https://www.dshs.texas.gov/regional-local-health-operations/public-health-regions/texas-local-public-health>

## A.8 Texas Health and Human Services Commission Blind Children's Vocational Discovery and Development Program (BCVDDP)

| <b>HHSC, BCVDDP</b>  |   |
|--|---|
| Abilene<br>4601 S. 1st Street, Suite M<br>Abilene, TX 79605-1463<br>PO BOX 521<br>MC: 6846<br>Abilene, TX 79604-0521<br>1-325-795-5845 | Irving<br>440 S. Nursery Rd.<br>MC: 1469<br>Irving, TX 75060<br>1-972-721-6580      |
| Amarillo<br>28 Western Plaza Dr.<br>MC: 0052<br>Amarillo, TX 79109<br>1-806-351-3881   | Laredo<br>1500 N. Arkansas<br>MC: 2031<br>Laredo, TX 78043<br>1-956-764-6284        |
| Austin<br>7701 Metropolis Dr., BLDG 12, Ste. 100<br>MC: 0172<br>Austin, TX 78744<br>1-512-416-5263                                     | Lubbock<br>6302 Iola St.<br>MC: 2171<br>Lubbock, TX 79424<br>1-806-783-6630         |
| Beaumont<br>3105 Executive Blvd.<br>MC: 0291<br>Beaumont, TX 77708<br>1-409-730-1098   | McAllen<br>4501 West Business 83<br>MC: 2222<br>McAllen, TX 78501<br>1-956-971-1281 |
| Bryan College Station<br>3000 East Villa Maria Rd<br>MC: 7331<br>Bryan, TX 77803<br>1-979-776-7492                                     | Odessa<br>3016 Kermit Hwy.<br>MC: 2503<br>Odessa, TX 79764<br>1-432-334-5624        |

| <b>HHSC, BCVDDP</b>   |  |
|---|--|
| Corpus Christi<br>4410 Dillon Ln.<br>MC: 0734<br>Corpus Christi, TX 78415<br>1-361-878-7707 | San Angelo<br>622 South Oakes, Suite D<br>MC: 6979<br>San Angelo, TX 76903<br>1-325-659-7653 |
| Dallas<br>1545 W. Mockingbird Ln.<br>MC: 0889<br>Dallas, TX 75235<br>1-214-638-7575         | San Antonio<br>11307 Roszell<br>MC: 2794<br>San Antonio, TX 78217<br>1-210-619-8147          |
| El Paso<br>401 E. Franklin, Suite #240<br>MC: 6900<br>El Paso, TX 79901<br>1-915-834-7072   | Tyler<br>3303 Mineola Highway<br>MC: 3137<br>Tyler, TX 75702<br>1-903-595-4841               |
| Fort Worth<br>4733 E. Lancaster Ave.<br>MC: 1469<br>Fort Worth, TX 76103<br>1-817-535-3893  | Victoria<br>2306 Leary Ln.<br>MC: 3192<br>Victoria, TX 77901<br>1-361-574-7342               |
| Harlingen<br>3625 W. Business 83<br>MC: 1606<br>Harlingen, TX 78552<br>1-956-365-0129       | Waco<br>801 Austin Street, Suite 710<br>MC: 6820<br>Waco, TX 76701<br>1-254-750-9623         |
| Houston<br>1459 E. 45th St.<br>MC: 1737<br>Houston, TX 77022<br>1-713-696-3669              | Wichita Falls<br>1328 Oakhurst Dr.<br>MC: 3323<br>Wichita Falls, TX 76302<br>1-940-720-8446  |
| Houston-Southeast<br>10060 Fuqua<br>MC: 6949<br>Houston, TX 77089<br>1-713-948-7957         |  |

## A.9 HHSC Open Records Requests

Providers who would like to make open records requests should visit the [Open Records](#) page of the HHSC website. For general inquiries, such as claim status inquiries, eligibility verification, and prior authorization requests, refer to subsection A.10, “TMHP Telephone and Fax Communication” in this section for contact information.

## A.10 TMHP Telephone and Fax Communication

| <b>Contact</b>                 | <b>PA Request Telephone Number</b> | <b>General Inquiry Telephone Number</b> | <b>Fax Number</b> |
|--------------------------------|------------------------------------|---|-------------------|
| <b>General Information</b>     |                                    |   |                   |
| TMHP Contact Center            | N/A                                | 1-800-925-9126 or 1-512-335-5986        |                   |
| Automated Inquiry System (AIS) | N/A                                | 1-800-925-9126 or 1-512-335-5986        |                   |
| Provider Enrollment            | N/A                                | TMHP Contact Center                     | 1-512-514-4214    |
| Telephone appeals              | N/A                                | 1-800-745-4452                          |                   |

| Contact  | PA Request Telephone Number   | General Inquiry Telephone Number | Fax Number                                  |
|--|---|----------------------------------|---|
| TMHP Electronic Data Interchange (EDI) Help Desk   | N/A   | 1-888-863-3638                   | 1-512-514-4228<br>1-512-514-4230            |
| <b>Program and Prior Authorization Information</b>   |   |                                  |   |
| Ambulance (Medicaid and CSHCN Services Program)  | 1-800-540-0694  | TMHP Contact Center              | 1-512-514-4205<br>Prior Authorization Only  |
| Children with Special Health Care Needs (CSHCN) Services Program   | N/A   | 1-800-568-2413                   | 1-512-514-4222 Prior Authorization Only     |
| Comprehensive Care Program (CCP) (for CCP prior authorization status and general CCP and Home Health Services information) | N/A   | 1-800-846-7470                   | 1-512-514-4212 Prior Authorization Only     |
| CCP personal care services (PCS)   | N/A   | 1-888-648-1517                   | N/A   |
| Inpatient Psychiatric Services Option 1 – CCP<br>Option 2 – Substance use  | N/A   | 1-800-213-8877                   | 1-512-514-4211 Prior Authorization Only     |
| Home Health Services   | Requests for new prior authorization or extensions cannot be made over the telephone. | TMHP Contact Center              | 1-512-514-4209 Prior Authorization Only     |
| Obstetric ultrasound   | 1-800-302-6167  | TMHP Contact Center              | 1-512-302-5039 Prior Authorization Only     |
| Special Medical Prior Authorization (SMPA)   | N/A   | TMHP Contact Center              | 1-512-514-4213)<br>Prior Authorization Only |
| Texas Health Steps (THSteps) dental inquiries  | N/A   | 1-800-568-2460                   | N/A   |
| THSteps medical inquiries  | N/A   | 1-800-757-5691                   | N/A   |
| Family Planning (tubal ligation and vasectomy consent forms)   | N/A   | TMHP Contact Center              | 1-512-514-4229                              |
| Hysterectomy acknowledgment statements   | N/A   | TMHP Contact Center              | 1-512-514-4218                              |
| Vendor Drug Program - Texas Pharmacy Prior Authorization Call Center (fee-for-service)                                     | 877-728-3927  | 877-728-3927                     | 866-469-8590                                |
| <b>Other Program and Reimbursement Information</b>   |   |                                  |   |
| Health Insurance Premium Payment (HIPP)  | N/A   | 1-800-440-0493                   |   |
| Long Term Care (LTC) operations  | N/A   | 1-800-626-4117                   |   |
| LTC—Nursing Facilities   | N/A   | 1-800-727-5436                   |   |
| Medicaid Audit/Cost Reports  | N/A   | 1-512-506-7630                   | N/A   |
| Third Party Liability (TPL) (Option 2)   | N/A   | 1-800-846-7307                   | 1-512-514-4225                              |
| Tort (Option 3)  | N/A   | 1-800-846-7307                   | 1-512-514-4225                              |

## A.11 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)<br><br>Electronically rejected claims past the 95-day filing deadline and within 120 days of electronic rejection report | Texas Medicaid & Healthcare Partnership<br>Appeals/Adjustments<br>PO Box 200645<br>Austin, TX 78720-0645              |
| All first-time claims   | Texas Medicaid & Healthcare Partnership<br>Claims<br>PO Box 200555<br>Austin, TX 78720-0555                           |
| Ambulance Authorization (includes out-of-state transfers)   | Texas Medicaid & Healthcare Partnership<br>Ambulance Prior Authorizations<br>P O Box 200735<br>Austin, TX 78720-0735  |
| CCP requests (prior authorization and appeals)  | Texas Medicaid & Healthcare Partnership<br>Comprehensive Care Program (CCP)<br>PO Box 200735<br>Austin, TX 78720-0735 |
| CSHCN Services Program claims   | Texas Medicaid & Healthcare Partnership<br>CSHCN Services Program Claims<br>PO Box 200855<br>Austin, TX 78720-0855    |
| Home Health Services prior authorizations   | Texas Medicaid & Healthcare Partnership<br>Home Health Services<br>PO Box 202977<br>Austin, TX 78720-2977             |
| Medicaid audit correspondence   | Texas Medicaid & Healthcare Partnership<br>Medicaid Audit<br>PO Box 200345<br>Austin, TX 78720-0345                   |
| Medically Needy Clearinghouse (MNC) or Spend Down Unit correspondence   | Texas Medicaid & Healthcare Partnership<br>Medically Needy Clearinghouse<br>PO Box 202947<br>Austin, TX 78720-2947    |
| Provider Enrollment correspondence  | Texas Medicaid & Healthcare Partnership<br>Provider Enrollment<br>PO Box 200795<br>Austin, TX 78720-0795              |
| Other provider correspondence   | Texas Medicaid & Healthcare Partnership<br>Provider Relations<br>PO Box 202978<br>Austin, TX 78720-0978               |

| Correspondence   | Address   |
|--|---|
| Send all other written communication to TMHP                         | Texas Medicaid & Healthcare Partnership<br>(Department)<br>12365-A Riata Trace Parkway, Suite 100<br>Austin, TX 78727   |
| TMHP Fee-for-Service and ICF-IID Dental prior authorization requests | Texas Medicaid & Healthcare Partnership<br>Fee-for-Service and ICF-IID Dental<br>PO Box 204206<br>Austin, TX 78720-4206 |
| TPL/Tort correspondence  | Texas Medicaid & Healthcare Partnership<br>Third Party Liability/Tort<br>PO Box 202948<br>Austin, TX 78720-2948         |

## A.12 Other TMHP Information

### A.12.1 TMHP Website

The TMHP website at [www.tmhp.com](http://www.tmhp.com) is a valuable resource that provides:

- Provider education information and training.
- Publications, such as bulletins, banner messages, and provider manuals.
- A TMHP News section with announcements of program changes and other important information.
- Real-time and static fee schedules.
- Online provider enrollment.
- Complete instructions for setting up a Provider Administrator account and the use of online claims status inquiries (CSI), eligibility verification, and Electronic Remittance and Status (ER&S) Reports.
- A chatbot for frequently asked questions and a live chat to speak with an agent.

Additional advanced features are available for those providers who create an account. All enrolled providers are eligible for this free account. Once an account is activated, providers will have access to:

- Texas Medicaid enrollment information.
- CSIs.
- Eligibility verification.
- ER&S Report download option.
- Claims submission.
- Claims appeals.
- Online provider lookup.
- Online fee lookup (OFL) to obtain real-time fee information for an individual or a range of procedure codes. Benefits and limitations for certain services and history up to 2-years is also available.
- Payment amounts search, view, and print capabilities.
- Notification of an invalid address on file for a provider's National Provider Identifier (NPI).
- Notification of pending payments because of inaccurate or incomplete provider information.

- Manage hospital admission and discharge information on clients residing in an institution for mental diseases (IMD)

**Important:** *Natural disasters, such as floods or hurricanes, can impact the delivery of health care to Texas Medicaid clients. When disaster strikes, providers should monitor the TMHP website for special instructions.*

New services are always being added to the website. Please visit [www.tmhp.com](http://www.tmhp.com) for the latest information on TMHP online services.

### **A.12.2 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 telephone and fax numbers.

Provider calls, including those that were previously made to the Provider Relations territory representatives, are now handled first by the Contact Center. The Contact Center is well equipped to handle most inquiries about benefits and claims.

If the Contact Center representative determines that an inquiry can best be handled by the TMHP Provider Relations department, the inquiry will be forwarded to Provider Relations. For example, providers who want to talk to their Provider Relations representative about a visit, in-service, or training, can call the Contact Center, and the Contact Center will forward the request to Provider Relations.

Resolution of more complex issues that are referred to Provider Relations for further analysis can take up to 30 days from the date of the referral. For these issues, Provider Relations will contact the provider by telephone or e-mail when the issue has been resolved.

For questions or information about Medicaid eligibility, clients are referred to their caseworker or the local HHSC office.

### **A.12.3 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

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.

### **A.12.4 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. Details of all available provider training can be found in the [Provider Education section](#) of the TMHP website at [www.tmhp.com](http://www.tmhp.com).
- *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.

Call the TMHP Contact Center at 1-800-925-9126 for assistance.

### **A.12.5 Reporting a Complaint to TMHP**

Providers can report complaints by calling the TMHP Contact Center at 1-800-925-9126 or by submitting a written complaint to:

TMHP  
Complaints Resolution Department  
PO Box 2014270  
Austin, TX 778720-4270

A complaint is defined as any dissatisfaction concerning any aspect of Texas Medicaid. The term “complaint” does not include a misunderstanding or a problem with misinformation that is resolved promptly by clearing up the misunderstanding or supplying the appropriate information to the provider’s satisfaction.

Providers should submit the following information when reporting the complaint:

- Point of contact name and phone number or email address
- Provider name
- Provider NPI, if available
- Description of the complaint situation
- Client name
- Client PCN
- Date of service

### **A.12.6 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.