

# **TMHP AND HHSC CONTACT INFORMATION**

**CSHCN SERVICES PROGRAM PROVIDER MANUAL**

**JULY 2023**



# TMHP AND HHSC CONTACT INFORMATION

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## 1.1 TMHP-CSHCN Services Program Contact Information

### 1.1.1 CSHCN Services Program Telephone and Fax Communication

Contact	Telephone and Fax Number
TMHP-CSHCN Prior Authorization and Authorization Fax	1-512-514-4222
Provider Enrollment Fax	1-512-514-4214
Provider Enrollment Phone	1-800-568-2413, Option 2
CSHCN Services Program Helpline	1-800-252-8023, Option 2
TMHP Electronic Data Interchange (EDI) Help Desk	1-888-863-3638, Option 4
TMHP EDI Help Desk Fax	1-512-514-4228
Third-Party Resource (TPR) Phone	1-800-846-7307
TPR Fax	1-512-514-4225
Appeal Submission through AIS Line	1-800-568-2413, Option 1
CSHCN Services Program Complaints Unit Fax	1-512-776-7238

### 1.1.2 \* Written Communication with CSHCN Services Program

Correspondence	[Revised] Address
First-Time Claims (Resubmit all “Zero Allowed, Zero Paid” claims. Resubmit claims originally denied as an “Incomplete Claim” on an R&S Report)	Texas Medicaid & Healthcare Partnership Attn: CSHCN Services Program Claims PO Box 200855 Austin, TX 78720-0855
Appeals and Adjustments	Texas Medicaid & Healthcare Partnership Attn: CSHCN Services Program Appeals, MC-A11 12365-A Riata Trace Parkway, Suite 100 Austin, TX 78727
Provider Complaints	CSHCN Services Program ATTN: Complaints MC-1938 PO Box 149030 Austin, TX 78714-9947
Prior Authorization and Authorization	Texas Medicaid & Healthcare Partnership Attn: TMHP-CSHCN Services Program Authorizations Department, MC-A11 12365-A Riata Trace Parkway, Suite 100 Austin, TX 78727
Enrollment	Texas Medicaid & Healthcare Partnership Attn: Provider Enrollment PO Box 200795 Austin, TX 78720-0795
Third-Party Resource	Texas Medicaid & Healthcare Partnership Third-Party Resource Unit PO Box 202948 Austin, TX 78720-9981
Electronic Claims and Rejected Reports (Past the 95-day filing deadline)	Texas Medicaid & Healthcare Partnership PO Box 200645 Austin, TX 78720-0645

Correspondence	[Revised] Address
Other Correspondence (Must be directed to a specific department or individual)	Texas Medicaid & Healthcare Partnership Attn: CSHCN Services Program Appeals, MC-A11 12365-A Riata Trace Parkway, Suite 100 Austin, TX 78727

### 1.1.3 TMHP-CSHCN Services Program Contact Center

The TMHP-CSHCN Services Program Contact Center at 1-800-568-2413 is available Monday through Friday from 7 a.m. to 7 p.m., Central Time, and is the main point of contact for the CSHCN Services Program provider community.

### 1.1.4 TMHP-CSHCN Services Program Automated Inquiry System (AIS)

Dial 1-800-568-2413 (toll-free) to access the TMHP-CSHCN Services Program AIS. The call is answered automatically. Providers should follow the directions to access AIS and use the automated features to obtain information and services.

The TMHP-CSHCN Services Program AIS provides the following information and services through the use of a touch-tone telephone: claim status, client eligibility, current weekly payment amount, faxed forms, and claim appeals.

The TMHP-CSHCN Services Program AIS eligibility and claim status information is available 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 Monday through Friday from 7 a.m. until 7 p.m., Central Time. AIS offers 15 transactions per call.

**Note:** *Pressing Star then Pound (\*#) repeats any information given. Pressing Star then Star (\*\*) begins again if an error was made. Pressing Zero then Pound (0#) at any time repeats the main menu.*

**Note:** *All users who access [www.tmhp.com](http://www.tmhp.com) are required to accept the American Medical Association (AMA) End-user Agreement on the use of Current Procedural Terminology (CPT). For each computer that accesses the TMHP website, the agreement must be accepted every 30 days from the last date on which the agreement was accepted by the user. If the end-user agreement is not accepted on a particular computer every 30 days, no user will be able to enter the website from that computer.*

**Referto:** <https://www.ama-assn.org/practice-management/cpt/cpt-overview-and-code-approval>

### 1.1.5 TMHP Regional Representatives

The TMHP Provider Relations Department comprises a staff of Austin-based and field-based provider relations representatives who serve the health-care community by furnishing a variety of services and activities designed to inform and educate health-care providers about the CSHCN Services Program policies and claims filing procedures.

Provider Relations activities include the following:

- *Provider education through planned events.* Provider representatives conduct a planned program of educational workshops, webinars, computer-based training (CBT), in-services, and training sessions designed to keep all actively-enrolled providers informed of the latest policies, claim processing procedures, and federal and state regulations affecting CSHCN Services Program. Technical support and training are also provided to TexMedConnect software users.
- *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 CSHCN 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 the CSHCN Services Program, the Provider Relations Department maintains a working relationship with these organizations. Also, the Provider Relations Department participates in several events sponsored by Texas health-care associations, such as conventions and conferences.

Providers must call the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413 to speak to a representative who can answer questions.

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.

Provider relations representatives, the area they serve and additional information, including a regional listing by county and workshop information, is available on the TMHP website at [www.tmhp.com/resources/provider-support-services](http://www.tmhp.com/resources/provider-support-services).

## 1.2 TMHP Website Information

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

- Information and registration for upcoming provider education and training sessions.
- A file library of publications, such as bulletins, banner messages, and provider manuals.
- Announcements of current and upcoming program changes and other important information.

Additional advanced features are available for providers that create an account. There is no charge for creating an account on the TMHP website. All enrolled providers are eligible for this service. Once an account has been created, providers have access to:

- Texas Medicaid and the CSHCN Services Program enrollment information.
- Claim Status Inquiry (CSI).
- Eligibility verification (EV).
- Electronic Remittance and Status (ER&S) Report download option.
- Complete instructions for setting up a Provider Administrator account and the use of online CSI, EV, and ER&S Reports.
- E-mail the TMHP-CSHCN Services Program Contact Center.
- Workshop registration.
- Claim submission.
- Claim appeals.
- View the new provider welcome.

New services continue to be added to the website. Visit the TMHP website at [www.tmhp.com](http://www.tmhp.com) or call the Electronic Data Interchange (EDI) Help Desk at 1-888-863-3638 for the latest information about online services.

**Referto:** The TMHP website at [www.tmhp.com](http://www.tmhp.com) for further details and instructions on how to submit claims on the website.

### 1.2.1 Publications

All providers have access to the publications available on the TMHP website, including:

- Banner messages—a weekly history of banner messages.

- EDI reference and connectivity guides.
- Fee schedules.
- Provider manuals.

### **Search Capabilities for the CSHCN Services Program Provider Manual**

The online version of the *CSHCN Services Program Provider Manual* is available in portable document format (PDF), which can be viewed in Adobe® Acrobat® or Reader®. The Bookmarks window located on the left side of the screen provides a link to each heading within the manual. Click on the heading or link to quickly access the topic of interest.

Providers can use the following instructions to search the online version of the manual by a keyword or phrase:

- 1) Click the **Search** icon (binoculars) in the toolbar located at the top of the page. The Acrobat Find window opens.
- 2) In the Find What window, enter a keyword or phrase. Choose one of the following options, if applicable to the search:
  - Whole word only
  - Case-Sensitive
  - Include Bookmarks
  - Include Comments
- 3) Click **Search**. The cursor moves to the first place within the manual where the word or phrase appears. Instances found are listed in the Results window.
- 4) To search for a different keyword or term, click the **New Search** icon and type in the keyword or term and click **Search**.

## **1.3 CSHCN Services Program Central and Regional Offices**

### **1.3.1 Central Office**

The central offices of the CSHCN Services Program are administratively located within the Office of Primary and Specialty Health, Health & Developmental Services section of the division for Health, Developmental & Independence Services, at the Health and Human Services Commission (HHSC).

TMHP is the claims administrator, and questions concerning provider enrollment, benefits or coverage, claims processing, and authorizations or prior authorizations should be directed to TMHP. DSHS-CSHCN Services Program welcomes provider comments and suggestions.

Providers can contact the CSHCN Services Program using the following information:

- Telephone toll-free at 1-800-252-8023 (may be used only in Texas) or the Austin local number at 1-512-776-7355
- Fax to CSHCN Services Program at 1-512-776-7162 or the Austin local number at 1-512-776-7238
- Send email to [cshcn@dshs.texas.gov](mailto:cshcn@dshs.texas.gov)

Providers of Family Support Services (e.g., respite care, home and vehicle modification) are enrolled and reimbursed by the CSHCN Services Program. Enrollment applications are available on the CSHCN Services Program website at [hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/children-special-health-care-needs-services-program/family-support-services](https://hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/children-special-health-care-needs-services-program/family-support-services).

Mail completed enrollment applications to the following address:

CSHCN Services Program—Provider Enrollment  
 MC-1938  
 PO Box 149030  
 Austin, TX 78714–9947  
 Fax: 1-512-776-7238

Deliveries and overnight mail to the following address:

CSHCN Services Program—Provider Enrollment  
 MC-1938  
 Health and Human Services Commission-Moreton Building  
 1100 West 49th Street  
 Austin, TX 78756–3179  
 Fax: 1-800-441-5133

Additional information about the CSHCN Services Program is available online at [www.hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/children-special-health-care-needs-services-program](http://www.hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/children-special-health-care-needs-services-program).

**1.3.2 Regional Offices**

Case management and client eligibility services are provided by a statewide network of regionally-based social service program consultants and include the following activities:

- Coordination of medical services
- Linkage to available resources
- Acting as a liaison among the client, family, and caregivers
- Management of institutional services, insurance carriers, and other services required for the improved well-being of the client and family

*Referto:* “Appendix A: Acronyms and Initialisms Dictionary” for definitions of the abbreviated academic degrees listed in the following tables.

**1.3.2.1 Region 1**

<p><b>DSHS Health Service Region (HSR) 1</b>                  3407 Pony Express Way, Amarillo, TX 79118                  Telephone: 1-806-655-7151                  Fax: 1-806-373-4757</p>	
<p><b>1L - Lubbock Regional Office</b>                  Health Services Region 1                  6302 Iola Ave.                  Lubbock, TX 79424–2721                  Telephone: 1-806-744-3577 or                  1-806-783-6452                  Fax: 1-806-783-6455</p>	

**1.3.2.2 Region 2**

<p><b>2A - Abilene Office</b>                  Health Services Region 2                  4601 South First Street, Suite L                  Abilene, TX 79605-1466                  Telephone: 1-325-795-5847                  Fax: 1-325-795-5894</p>	
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**1.3.2.3 Region 3**

<p><b>3 - Regional Office (Arlington)</b>                  Health Services Region 3                  1301 South Bowen Road, Suite 200                  Arlington, TX 76013-2262                  Telephone: 1-817-264-4634 or                  1-817-264-4619                  Fax: 1-817-264-4911</p>	
<p><b>Bonham Office</b>                  PO Box 605 (mailing address)                  1205-A East Sam Rayburn (physical address)                  Bonham, TX 75418                  Telephone: 1-903-486-9258                  Fax: 1-903-486-9286</p>	
<p><b>Granbury Office</b>                  214 North Travis Street                  Granbury, TX 79048                  Telephone: 1-817-579-2117                  Fax: 1-817-578-3310</p>	
<p><b>Denton Office</b>                  3612 East McKinney                  Denton, TX 76209                  Telephone: 1-940-320-8275                  Fax: 1-940-591-6254</p>	

**1.3.2.4 Region 4**

<p><b>4/5N - Regional Office (Tyler)</b>                  Health Service Region 4/5N                  2521 West Front Street                  Tyler, TX 75702-7822                  Telephone: 1-903-533-5269                  Toll free: 1-877-340-8842                  Fax: 1-903-535-7593</p>	
<p><b>Athens Office</b>                  708 East Corsicana                  Athens, TX 75751                  Telephone: 1-903-675-9107                  Fax: 1-903-675-3622</p>	



<p><b>Carthage Office</b>  1430 South Adams  Carthage, TX 75633  Telephone: 1-903-693-9322  Toll Free: 1-800-306-0568  Fax: 1-903-694-2316</p>	
<p><b>Gilmer Office</b>  324 Yapaco  Gilmer, TX 75644  Telephone: 1-903-843-3030  Fax: 1-903-843-4264</p>	
<p><b>Henderson Office</b>  700 Zeid Blvd.  Henderson, TX 75652  Telephone: 1-903-655-6256  Toll Free: 1-800-306-0568  Fax: 1-903-655-0104</p>	
<p><b>Linden Office</b>  213 Hwy 8 N (physical address)  123 Kaufman (mailing address)  PO Box 300  Linden, TX 75563  Telephone: 1-903-756-4807  Fax: 1-903-756-5146</p>	
<p><b>Longview Office</b>  1750 North Eastman Road  Longview, TX 75601-3347  Telephone: 1-903-232-3289  Toll Free: 1-866-327-1364  Fax: 1-903-232-3278</p>	
<p><b>Marshall Office</b>  4105 Victory Drive  Marshall, TX 75670  Telephone: 1-903-927-0218  Toll Free: 1-866-327-1364  Fax: 1-903-927-0290</p>	
<p><b>Mount Pleasant Office</b>  1014 North Jefferson  Mount Pleasant, TX 75455  Telephone: 1-903-577-1929  Toll Free: 1-866-268-6465  Fax: 1-903-577-8957</p>	

<p><b>Palestine Office</b>                  320 E. Spring Street, Suite D                  Palestine, TX 75801                  Telephone: 1-903-661-6089                  Fax: 1-903-729-7034</p>	
<p><b>Paris Office</b>                  1460 19th Street NW                  Paris, TX 75460                  Telephone: 1-903-737-0236                  Fax: 1-903-737-0220</p>	
<p><b>Sulphur Springs Office</b>                  1400 College, Suite 167                  Sulphur Springs, TX 75482                  Telephone: 1-903-439-9331                  Toll Free: 1-866-518-0601                  Fax: 1-903-439-9335</p>	
<p><b>Texarkana Office</b>                  3101 Summerhill Road                  Texarkana, TX 75703                  Telephone: 1-903-791-3229                  Fax: 1-903-791-3230</p>	

**1.3.2.5 Region 5 North**

<p><b>Center Office</b>                  912 Nacogdoches                  Center, TX 75935                  Telephone: 1-936-598-1231                  Fax: 1-936-591-0162</p>	
<p><b>Crockett Office</b>                  1034 South Fourth Street                  Crockett, TX 75835                  Telephone: 1-936-545-0360                  Fax: 1-936-544-0280</p>	
<p><b>Jasper Office</b>                  Jasper-Newton County Public Health District                  130 West Lamar                  Jasper, TX 75951                  Telephone: 1-409-384-6829, Ext. 231                  Fax: 1-409-384-7861</p>	
<p><b>Kirbyville Office</b>                  314 North Herndon (physical location)                  PO Box 900 (mailing address)                  Kirbyville, TX 75956                  Telephone: 1-409-423-4612                  Fax: 1-409-423-4027</p>	

<p><b>Livingston Office</b>                  410 East Church Street, Suite B                  Livingston, TX 77351                  Telephone: 1-936-328-8240, Ext. 232                  Toll Free: 1-888-851-4748                  Fax: 1-936-328-8249</p>	
<p><b>Lufkin Office</b>                  1210 South Chestnut                  Lufkin, TX 75901                  Telephone: 1-936-633-3657                  Toll Free: 1-877-340-8840                  Fax: 1-936-633-3667</p>	
<p><b>Nacogdoches Office</b>                  2614 N.W. Stallings Drive                  Nacogdoches, TX 75964-1255                  Telephone: 1-936-569-4982 or                  1-936-569-4918                  Fax: 1-936-569-4989</p>	

**1.3.2.6 Regions 5 South and 6**

<p><b>6/5S - Regional Office (Houston)</b>                  5425 Polk Avenue, Suite 460                  Houston, TX 77023-1497                  Telephone: 1-713-767-3111                  Fax: 1-713-767-3125</p>	
<p><b>Beaumont Office</b>                  3105 Executive Blvd.                  Beaumont, TX 77701                  Telephone: 1-409-730-1837                  Fax: 1-409-730-1845</p>	
<p><b>Conroe Office</b>                  608 North Drive Loop 336 East                  Conroe, TX 77301                  Telephone: 1-936-760-4704, 1-936-760-4750, or 1-936-760-4705                  Fax: 1-936-760-4707</p>	

**1.3.2.7 Region 7**

<p><b>7T - Temple Office</b>                  Health Service Region 7                  2408 South 37th Street                  Temple, TX 76504-7168                  Telephone: 1-254-771-6791 or 1-800-789-2865                  Fax: 1-254-750-9372</p>	
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<p><b>7A - Austin Office</b>                  Health Services Region 7                  1601 Rutherford Lane, Suite C-3                  Austin, TX 78754-5119                  Telephone: 1-512-873-6308                  Toll Free: 1-800-789-2865                  Fax: 1-512-873-6345</p>	
<p><b>Bastrop Office</b>                  104 Loop 150 West, Suite 102                  Bastrop, TX 78602                  Telephone: 1-512-321-2465                  Fax: 1-512-321-4861</p>	
<p><b>Bryan Office</b>                  3000 Villa Maria                  Bryan, TX 77803                  Telephone: 1-979-776-7489                  Fax: 1-979-731-0191</p>	
<p><b>Lockhart Office</b>                  1403F Blackjack Street (physical location)                  PO Box 43 (mailing address)                  Lockhart, TX 78744                  Telephone: 1-512-376-1078                  Fax: 1-512-398-0022</p>	
<p><b>Navasota Office</b>                  425 N. Lasalle (physical address)                  PO Box 1287 (mailing address)                  Navasota, TX 77868                  Telephone: 1-936-825-7586                  Fax: 1-936-825-0380</p>	
<p><b>San Saba Office</b>                  421 E. Wallace                  San Saba, TX 76877                  Telephone: 1-325-372-5188 or                  1-325-372-5191                  Fax: 1-325-372-3297</p>	
<p><b>Waco Office</b>                  801 Austin Avenue, Suite 820F                  Waco, TX 76701                  Telephone: 1-254-750-9339 or 1-254-750-9248                  Fax: 1-254-753-0879</p>	

**1.3.2.8 Region 8**

<p><b>8 - San Antonio Office</b>                  Health Service Region 8                  7430 Louis Pasteur Drive                  San Antonio, TX 78229-4507                  Telephone: 1-210-949-2142 or                  1-210-949-2155                  Fax: 1-210-949-2047</p>	
<p><b>Uvalde Office</b>                  112 Joe Carper Drive                  Uvalde, TX 78801                  Phone: 1-830-591-4388 or 1-830-591-4384                  Fax: 1-830-278-1831</p>	
<p><b>Eagle Pass Office</b>                  1593 Veterans Boulevard                  Eagle Pass, TX 78852                  Telephone: 1-830-758-4252                  Fax: 1-830-773-4688</p>	
<p><b>Victoria Office</b>                  2306 Leary Lane                  Victoria, TX 77901                  Telephone: 1-361-574-7421                  Fax: 1-361-574-7396</p>	

**1.3.2.9 Regions 9 and 10**

<p><b>9/10 - El Paso Office</b>                  Health Services Region 9/10                  401 East Franklin, Suite 210                  El Paso, TX 79901-1206                  Telephone: 1-915-834-7675                  Fax: 1-915-834-7808</p>	
<p><b>Midland Office</b>                  2301 N Big Spring Street, Suite 300                  Midland, TX 79705                  Telephone: 1-432-683-9492                  Fax: 1-432-684-3932</p>	
<p><b>San Angelo Office</b>                  622 South Oakes, Suite H                  San Angelo, TX 76903                  Telephone: 1-325-659-7853                  Fax: 1-915-655-6798</p>	

**1.3.2.10 Region 11**

<p><b>11H - Harlingen Office</b>                  Health Service Region 11                  601 West Sesame Drive                  Harlingen, TX 78550-4040                  Telephone: 1-956-423-0130                  Fax: 1-956-444-3293</p>	
<p><b>Alice Office</b>                  408 N. Flournoy, Suite C                  Alice, TX 78332                  Telephone: 1-361-660-2263                  Fax: 1-361-668-4000</p>	
<p><b>11C - Corpus Christi Office</b>                  Health Services Region 11                  5155 Flynn Pkwy., 4th floor                  Corpus Christi, TX 78401                  Telephone: 1-361-878-3450                  Fax: 1-361-883-9942</p>	
<p><b>11L - Laredo Office</b>                  1500 Arkansas Avenue, Suite 3                  Laredo, TX 78043-3049                  Telephone: 1-956-794-6385                  Fax: 1-956-729-8600</p>	
<p><b>11M - McAllen Office</b>                  Health Services Region 11                  4501 West Business Hwy 83                  McAllen, TX 78501-9907                  Telephone: 1-956-971-1312                  Fax: 1-956-971-1275</p>	
<p><b>Mercedes Office</b>                  Health Services Region 11                  202 West 2nd Street                  Mercedes, TX 78570                  Telephone: 1-956-825-5300                  Fax: 1-956-825-5320</p>	
<p><b>Brownsville Office</b>                  1000 W. Price Road                  Brownsville, TX 78520                  Telephone: 1-956-554-5500                  Fax: 1-956-554-5581</p>	
<p><b>Rio Grande City Office</b>                  608 N. Garza                  Rio Grande City, TX 78582                  Telephone: 1-956-487-5556                  Fax: 1-956-487-8865</p>	

### 1.4 DSHS Health Service Regions Map

