

APPENDIX A: STATE, FEDERAL, AND TMHP CONTACT INFORMATION

TEXAS MEDICAID PROVIDER PROCEDURES MANUAL: VOL. 1

MARCH 2024



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 Medicaid CHIP–H-200 PO Box 85200 Austin, TX 78708 | |
| HHSC Quality Review/Limited Program—1323 PO Box 85200 Austin, TX 78708 | |
| HHSC Third Party Liability (TPL) PO Box 85200 Mail Code 1354 Austin, TX 78708-5200 | |
| HHSC Medical & UR Appeals Mail Code H-230 4601 W Guadalupe ST Austin, TX 78751 | |
| HHSC Medicaid Vendor Drug H-630 PO Box 85200 Austin, TX 78708 | |
| HHSC Family Planning PO Box 149347 Mail Code 0224 Austin, TX 78714-9347 | |
| DSHS PO Box 149347 Austin, TX 78714-9347 | Children with Special Health Care Needs (CSHCN) Services Program (Mail Code 1938) Genetic Services (1918) Indigent Health Care (Mail Code 2831) Texas Health Steps (THSteps) (Mail Code 1938) Case Management for Children and Pregnant Women (Mail Code 1938) |

A.2 HHSC Access and Eligibility Services (AES)

| Region | Regional Director | Administrative Assistant | | |
|------------------------|---|--------------------------|-----------------------|----------------|
| 01 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 1-877-541-7905 | |
| 02/09 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 Abilene, TX 79604 | Toll Free: | 211 1-877-541-7905 | |
| 03 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 Grand Prairie, TX 75053-2089 | Toll Free: | 211 1-877-541-7905 | |
| 04 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 1-877-541-7905 | |
| 05 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 1-877-541-7905 | |
| 06 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 Houston, TX 77222-6017 | Toll Free: | 211 1-877-541-7905 | |
| 07 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 1-877-541-7905 | |
| 08 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 San Antonio, TX 78223 | Toll Free: | 211 1-877-541-7905 | |

| Region | Regional Director | Administrative Assistant | | |
|----------------------------------|---|--------------------------|-----------------------|----------------|
| 10 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 El Paso, TX 79998-1017 | Toll Free: | 211 1-877-541-7905 | |
| 11 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 Edinburg, TX 78540-0960 | Toll Free: | 211 1-877-541-7905 | 1-956-316-8361 |
| ART & Customer 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.

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/EPsDT Hotline | 1-877-847-8377 |
| Medicaid Vendor Drug Program Pharmacy Provider Resolution Helpdesk (fee-for-service) | 1-800-435-4165 |

A.3 Client Telephone Communication with HHSC

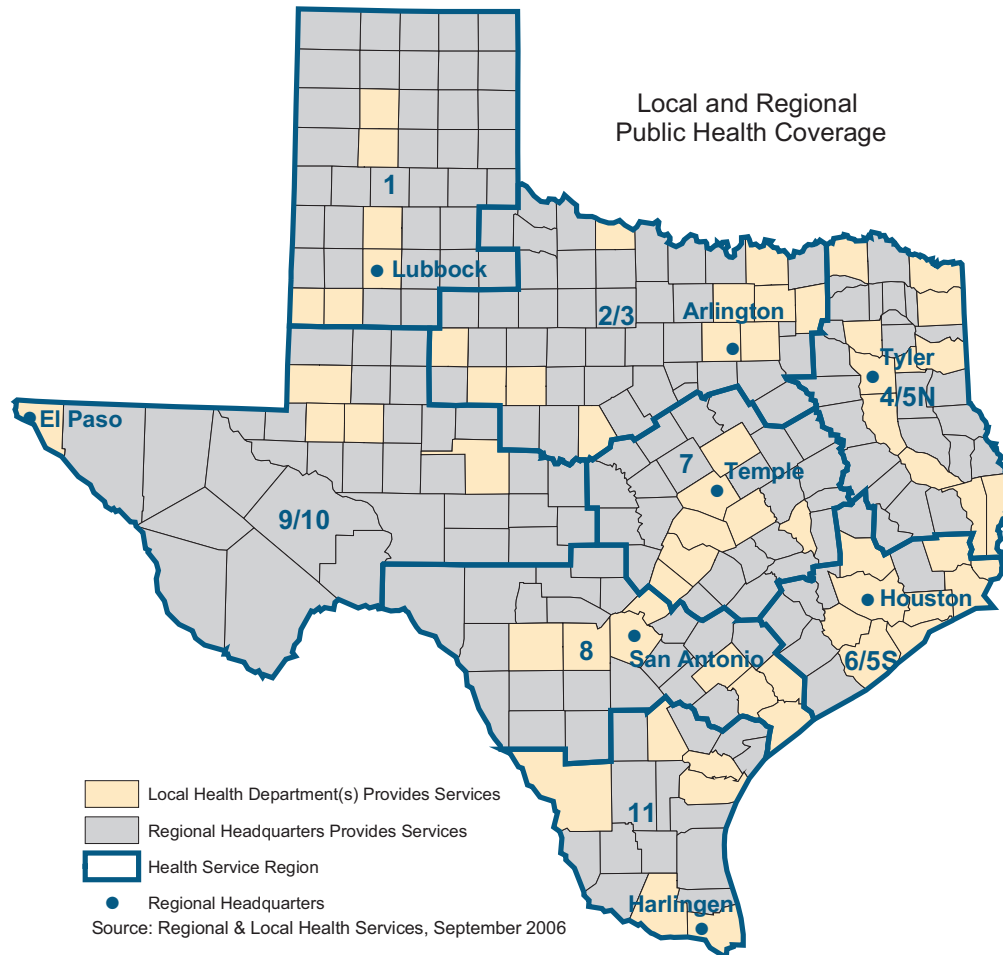
Clients can call the client toll-free number at 1-800-252-8263.

A.4 Federal and State Telephone Numbers

| Telephone Number | Department/Program |
|------------------------------------|--|
| 1-800-CDC- INFO 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 1-512-776-7318 Fax: 1-512-776-7294 | THSteps Laboratory Services (DSHS) |
| 1-888-963-7111 ext. 7661 or 1-512-776-7661 Fax: 1-512-776-7672 | Laboratory Supply Orders (DSHS) |
| 1-888-963-7111 ext. 7578 or 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 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 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) (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 | Medicaid Vendor Drug Program (HHSC) (fee-for-service) (specifically for pharmacy use) |
| 1-877-728-3927 | Medicaid Vendor Drugs 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 Regional Office (Lubbock) | Health Service Regions 2 & 3 Regional Office (Arlington) |
|--|--|
| DSHS/PHR 1 6302 Iola Ave. Lubbock, TX 79424 1-806-744-3577 Fax: 1-806-783-6435 | DSHS/PHR 2 & 3 1301 S. Bowen, Suite 200 Arlington, TX 76013 1-817-264-4500 Fax: 1-817-264-4506 |
| Regional Medical Director Peter W. Pendergrass, MD, MPH | Regional Medical Director James A. Zoretic, MD |
| Deputy Regional Director Barry Wilson | Deputy Regional Director (acting) Earlene Quinn |
| Manager of Social Work Services and Case Management Judy Lara, LBSW | Manager of Social Work Services and Case Management Lindsay Matousek, LMSW, CCM |
| Communicable Disease Manager Vacant | Director of Clinic Operations Dorothy Kuhlmann, RN |
| Immunization Program Manager Keila Johnson | Immunization Program Manager Sonna Sanders |

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

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

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

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

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

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

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

| Contact | PA Request Telephone Number | General Inquiry Telephone Number | Fax Number |
|--------------------------------|------------------------------------|---|-------------------|
| General Information | | | |
| 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 Inter-change (EDI) Help Desk | N/A | 1-888-863-3638 | 1-512-514-4228 1-512-514-4230 |
| Program and Prior Authorization Information | | | |
| Ambulance (Medicaid and CSHCN Services Program) | 1-800-540-0694 | TMHP Contact Center | 1-512-514-4205 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 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) 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 |
| Other Program and Reimbursement Information | | | |
| 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 | 1-512-506-6117 | 1-512-506-7811 |
| 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) Electronically rejected claims past the 95-day filing deadline and within 120 days of electronic rejection report | Texas Medicaid & Healthcare Partnership Appeals/Adjustments PO Box 200645 Austin, TX 78720-0645 |
| All first-time claims | Texas Medicaid & Healthcare Partnership Claims PO Box 200555 Austin, TX 78720-0555 |
| Ambulance Authorization (includes out-of-state transfers) | Texas Medicaid & Healthcare Partnership Ambulance Prior Authorizations P O Box 200735 Austin, TX 78720-0735 |
| CCP requests (prior authorization and appeals) | Texas Medicaid & Healthcare Partnership Comprehensive Care Program (CCP) PO Box 200735 Austin, TX 78720-0735 |
| CSHCN Services Program claims | Texas Medicaid & Healthcare Partnership CSHCN Services Program Claims PO Box 200855 Austin, TX 78720-0855 |
| Home Health Services prior authorizations | Texas Medicaid & Healthcare Partnership Home Health Services PO Box 202977 Austin, TX 78720-2977 |
| Medicaid audit correspondence | Texas Medicaid & Healthcare Partnership Medicaid Audit PO Box 200345 Austin, TX 78720-0345 |
| Medically Needy Clearinghouse (MNC) or Spend Down Unit correspondence | Texas Medicaid & Healthcare Partnership Medically Needy Clearinghouse PO Box 202947 Austin, TX 78720-2947 |
| Provider Enrollment correspondence | Texas Medicaid & Healthcare Partnership Provider Enrollment PO Box 200795 Austin, TX 78720-0795 |
| Other provider correspondence | Texas Medicaid & Healthcare Partnership Provider Relations PO Box 202978 Austin, TX 78720-0978 |

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

A.12 Other TMHP Information

A.12.1 TMHP Website

The TMHP website at 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 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.
- *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.