

STAR+PLUS/LTSS Quick Reference Guide



General Information	
Provider Services 1-877-391-5921 Relay Texas (TTY): 1-800-735-2989 or 711	Website SuperiorHealthPlan.com
Member Services and After Hours (24-Hour Nurse Advice Line) 1-877-277-9772 Relay Texas (TTY): 711	Secure Provider Portal Provider.SuperiorHealthPlan.com
State Fair Hearing Requests Hotline 1-877-398-9461	Secure Provider Portal Help Desk Phone: 1-866-895-8443 Email: TX.WebApplications@SuperiorHealthPlan.com
Provider Contracting	
Email: SHP.NetworkDevelopment@SuperiorHealthPlan.com Web: SuperiorHealthPlan.com/JoinOurNetwork	
Claims Submission – Acute Care Services and LTSS (Non-dual)	
Providers may submit claims in three ways: <ol style="list-style-type: none"> Secure Provider Portal: Provider.SuperiorHealthPlan.com EDI: 1-800-225-2573, ext. 6075525, Payer ID: 68069 Paper: See address below under Initial, Resubmission, Corrected or Reconsiderations. 	
Initial, Resubmission, Corrected or Reconsiderations Superior HealthPlan P.O. Box 3003 Farmington, MO 63640-3803 Payer ID: 68069	Claim Appeals Superior HealthPlan P.O. Box 3000 Farmington, MO 63640-3800 Payer ID: 68069
Timely Filing Deadline 95 Days from date of service	Corrected Claims, Requests for Reconsideration or Claim Disputes 120 Days from the date of the Explanation of Payment (EOP)
EFT/ERA – PaySpan To register for this free service, call 1-877-331-7154 or visit payspanhealth.com/ .	

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Prior Authorization – LTSS Service Coordination (E.g. PAS, DAHS, ERS)

Phone: 1-877-277-9772

Fax : All LTSS (Fax)

- Day Activity and Health Services (DAHS): 1-877-441-5811
- STAR+PLUS Medicare-Medicaid Plan (MMP): 1-855-277-5700
- STAR+PLUS (Medicaid): 1-866-895-7856
- Medical Necessity Level of Care (MNLOC) Physician’s Signature and Provider Statement of Need (PSON) forms only: 1-866-703-0502

Prior Authorization - Acute Care Services (Non-Dual) (E.g. In-home skilled nursing, PDN, most DME)

Prior Authorization - Acute Care Services (Dual) (E.g. In-home skilled nursing, PDN, most DME)

MMP (Fax):

- Inpatient: 1-877-259-6960
- Outpatient (standard): 1-877-808-9368
- Incontinence: 1-800-690-7030
- Behavioral Health (Inpatient): 1-866-900-6918
- Behavioral Health (Outpatient): 1-855-772-7079

Expedited (Phone): 1-800-218-2508

STAR+PLUS (Fax):

- Inpatient: 1-866-683-5632
- Outpatient: 1-800-690-7030
- Behavioral Health (Inpatient): 1-800-732-7562
- Behavioral Health (Outpatient): 866-570-7517

Medicare (Fax):

- Inpatient: 1-855-537-3535
- Outpatient: 1-877-808-9368
- Behavioral Health (Inpatient): 1-866-900-6918
- Behavioral Health (Outpatient): 1-855-772-7079

Electronic Visit Verification

Web: <https://hhs.texas.gov/laws-regulations/handbooks/evvpph/section-2000-programs-services-billing>

Email: Electronic_Visit_Verification@hhsc.state.tx.us

For the most current Provider Manual and Prior Authorization list, please visit SuperiorHealthPlan.com.