

Primary Care Provider (PCP) Quick Reference Guide



General Information

Website Please visit the Secure Provider Portal 24/7 for questions on claim status, to verify eligibility, to request or check status of an authorization, and to submit general questions.	Secure Provider Portal: Provider.SuperiorHealthPlan.com	
Provider Services Please contact Provider Services for questions on claim payments, rejections, denials, to verify eligibility or for help escalating any issues you may have. For claims related questions, be sure to have your claim number available. HIPAA Validation will still occur.	STAR, STAR Kids, STAR Health, STAR+PLUS and CHIP	1-877-391-5921
Member Services and After Hours Members can contact Member Services to change their PCP or for help with other questions. Our nurses are available to help members with urgent issues after hours and on holidays.	RelayTexas (TDD/TTY)	1-800-735-2989
	STAR and CHIP	1-800-783-5386
	STAR+PLUS	1-877-277-9772
	STAR Kids	1-844-590-4883
	STAR Health	1-866-912-6283
Provider Complaints SuperiorHealthPlan.com/ComplaintProcedures		

Claims Submission and Claims Payment

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. 25525, Payer ID: 68069, Behavioral Health Payer ID: 68068 Paper – See address below under Initial, Resubmission, Corrected or Reconsiderations. 	
Initial, Resubmission, Corrected or Reconsiderations SuperiorHealthPlan P.O. Box 3003 Farmington, MO 63640-3803 Payer ID: 68069	Claim Appeals SuperiorHealthPlan P.O. Box 3000 Farmington, MO 63640-3800 Payer ID: 68069
Timely Filing Deadline 95 Days from the date of service	
Corrected Claims, Requests for Reconsideration or Claim Disputes 120 Days from the date of the Explanation of Payment (EOP)	
Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) – PaySpan To register for this free service, call 1-877-331-7154 or visit payspanhealth.com .	

Secure Provider Portal / Health Passport Help Desk

Secure Provider Portal Help Desk	Phone: 1-866-895-8443 Email: TX.WebApplications@SuperiorHealthPlan.com
Health Passport (for STAR Health) Help Desk	Phone: 1-866-714-7996 Email: TX.PassportAdministration@SuperiorHealthPlan.com

Provider Contracting

All contracting for new and existing providers is done through the Network Development and Contracting Management department. Contract packets can be requested by completing the Network Participation Request on our website at SuperiorHealthPlan.com/JoinOurNetwork.

Network Development Email: SHP.NetworkDevelopment@SuperiorHealthPlan.com
 Mail: Superior HealthPlan, ATTN: Contract Management, 7990 Interstate 10 West, Suite 300, San Antonio, TX 78230

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Provider Re-credentialing

Email: Credentiaing@SuperiorHealthPlan.com
 Fax: 1-866-702-4831
 Mail: Credentialing Department, Superior HealthPlan, 5900 E. Ben White Blvd., Austin, TX 78741

Prior Authorizations

Providers may submit authorization in three ways:

- Secure Provider Portal:
Provider.SuperiorHealthPlan.com
- Phone: 1-800-218-7508
- Fax Lines
 - Inpatient: 1-877-650-6942
 - Outpatient: 1-800-690-7030
 - Behavioral Health (Inpatient): 1-800-732-7562
 - Behavioral Health (Outpatient): 1-866-570-7517

Genetic and Molecular Testing, High-Tech Imaging, Interventional Pain Management (IPM) and Musculoskeletal Surgical Procedures

Texas National Imaging Associates (NIA), (URA #5258), manages prior authorization for the following:

- **Genetic and Molecular Testing**
- **High-Tech Imaging** - Non-emergent, advanced, outpatient imaging services such as, CT/CTA, MRI/MRA, PET Scan, CCTA, Nuclear Cardiology/MPI, Echocardiography and Stress Echo. *Note: Echocardiography authorization is only required for STAR Kids and STAR+PLUS members.*
- **Interventional Pain Management (IPM)** - Outpatient IPM procedures which include:
 - Spinal Epidural Injections.
 - Paravertebral Facet Joint Injections or Blocks.
 - Paravertebral Facet Joint Denrvation (Radiofrequency Neurolysis).
 - Sacroiliac Joint Injections.
- **Musculoskeletal Surgical Procedures**

Phone: 1-800-642-7554
 Fax: 1-888-656-6350
 Website: RadMD.com

Ear, Nose and Throat (ENT) and Sleep Study, and Cardiac Surgical Procedures

TurningPoint Healthcare Solutions, LLC (URA #2395464) manages the prior authorization for certain, Ear, Nose and Throat (ENT), Sleep Study, and Cardiac Surgical Procedures in both inpatient and outpatient settings.

Phone: 1-855-336-4391
 Fax: 1-214-306-9323
 Website: <http://www.myturningpoint-healthcare.com>

Pharmacy Benefits Manager

Bin Number: 003858; Group ID: 2FDA

Prior Authorization Requests	Phone: 1-866-399-0928 Fax: 1-833-423-2523 Website: SuperiorHealthPlan.com/ProviderPharmacy
Pharmacy Appeals	Phone: 1-800-218-7453, ext. 22168 Fax: 1-866-918-2266
Resolution Help Desk	Phone: 1-800-460-8988

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