

Acute Care/Hospital Quick Reference Guide



General Information		
Secure Provider Portal Please visit the Secure Web 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.	Relay Texas (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: 1. Secure Web Portal – Provider.SuperiorHealthPlan.com 2. EDI – 1-800-225-2573, ext. 25525, Payer ID: 68069, Behavioral Health Payer ID: 68068 3. 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 the 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/Zelis To register for this free service, call 1-855-496-1571 or visit zelis.com		
Secure Provider Portal Help Desk		
Phone: 1-866-895-8443 Email: TX.WebApplications@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: Credentialing@SuperiorHealthPlan.com

Fax: 1-866-702-4831

Mail: Credentialing Department, Superior HealthPlan, 5900 E. Ben White Blvd., Austin, TX 78741

Provider Authorizations

Providers may submit authorizations in three ways:

1. Secure Provider Portal: Provider.SuperiorHealthPlan.com
2. Fax: 1-877-650-6942
3. Call: 1-800-218-7508

NICU and Emergent Hospital Admission Notification and Authorization

Products	Business Line
STAR, STAR+PLUS, STAR Kids, STAR Health, CHIP	1-855-594-6103 STAR/CHIP Inpatient (fax): 1-877-650-6942

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

Evolent (Formerly National Imaging Associates Inc.), (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 Denervation (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

Prior authorization is required for certain Musculoskeletal Surgical, Ear, Nose and Throat (ENT) and Sleep Study, and Cardiac Surgical Procedures in both inpatient and outpatient settings. To verify if a service requires prior authorization, please visit SuperiorHealthPlan.com/PriorAuth.

- Telephonic Intake: 1-855-336-4391
- Facsimile Intake: 1-833-409-5393

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.