

# Behavioral Health Provider Quick Reference Guide



## General Information

<p><b>Website</b> Utilize the Superior HealthPlan website to find:</p> <ul style="list-style-type: none"> <li>• Training and manuals.</li> <li>• Preferred drug lists.</li> <li>• Provider news.</li> <li>• Network requests or updates.</li> <li>• Fraud, waste and abuse reporting.</li> <li>• Contact information (inquiries and complaints).</li> <li>• Your dedicated Account Manager.</li> </ul>	<p><b>Website</b> <a href="http://SuperiorHealthPlan.com">SuperiorHealthPlan.com</a></p>	
<p><b>Secure Provider Portal</b> Please visit the Secure Provider Portal 24/7 for questions on electronic claim submission, claim appeals and claim status checks and member eligibility verification.</p>	<p><b>Secure Provider Portal</b> <a href="http://Provider.SuperiorHealthPlan.com">Provider.SuperiorHealthPlan.com</a></p>	
<p><b>Account Management</b> Account Managers provide training, education, assist with questions or help troubleshoot complex issues. Account Managers work to make doing business with Superior HealthPlan easy. Superior HealthPlan's Behavioral Health Providers can reach out to <a href="mailto:AM.BH@SuperiorHealthPlan.com">AM.BH@SuperiorHealthPlan.com</a> to request assistance from an Account Manager who specializes in Behavioral Health. Each provider inquiry received is assigned to a Provider Account Manager.</p>		
<p><b>Trainings:</b> <b>Behavioral Health Clinical Trainings</b> <a href="https://www.superiorhealthplan.com/providers/training-manuals/behavioral-health-clinical-trainings.html">https://www.superiorhealthplan.com/providers/training-manuals/behavioral-health-clinical-trainings.html</a> <b>Provider Training Calendar:</b> <a href="https://www.superiorhealthplan.com/providers/training-manuals/provider-training-calendar.html">https://www.superiorhealthplan.com/providers/training-manuals/provider-training-calendar.html</a></p>		
<p><b>Provider Services</b> Please contact Provider Services for questions on claims status, member eligibility and claim adjustment requests.</p>	<p>STAR, CHIP, STAR+PLUS, STAR Kids, STAR+PLUS MMP, Wellcare By Allwell</p>	<p>1-877-391-5921</p>
	<p>STAR Health</p>	<p>1-877-391-5921</p>
	<p>Ambetter</p>	<p>1-877-687-1196</p>
<p><b>Member Services</b> Members can contact Member Services for help with:</p> <ul style="list-style-type: none"> <li>• Benefit inquiries.</li> <li>• Assistance with locating a network provider.</li> <li>• Transportation assistance.</li> <li>• General inquiries and complaints.</li> <li>• Abuse, neglect and exploitation reporting.</li> <li>• Behavioral health crisis hotline.</li> </ul>	<p>STAR, CHIP</p>	<p>1-800-783-5386</p>
	<p>STAR+PLUS</p>	<p>1-877-277-9772</p>
	<p>STAR Kids</p>	<p>1-844-590-4883</p>
	<p>STAR Health</p>	<p>1-866-912-6283</p>
	<p>STAR+PLUS MMP</p>	<p>1-866-896-1844</p>
	<p>Wellcare By Allwell (HMO and HMO DSNP)</p>	<p>1-877-826-5520</p>
	<p>Ambetter</p>	<p>1-877-687-1196</p>
<p>Relay Texas (TTY)</p>	<p>1-800-735-2989</p>	
<p><b>Provider Complaints</b> Provider complaints may be submitted through the Superior website, by mail or fax.</p>	<p><b>Complaints (By Web)</b> <a href="http://SuperiorHealthPlan.com/ComplaintProcedures">SuperiorHealthPlan.com/ComplaintProcedures</a></p> <p><b>Complaints (By Mail)</b> Superior HealthPlan Provider Complaints 5900 E. Ben White Blvd. Austin, Texas 78741</p> <p><b>Complaints (By Fax)</b> 1-866-683-5369</p>	

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<p><b>Discharge Planning for Substance Use Disorder after Behavioral Health</b></p> <p>Providers are required to schedule a follow up appointment with in 7 and 30 Days after a member has been discharged from an Inpatient Psychiatric Facility. Members should be scheduled with their current OP provider.</p> <p>If a member has not been working with an OP provider, please schedule an appointment with one of the following:</p>	<p><b>Superior HealthPlan Care Manager or Discharge Planner</b></p> <ul style="list-style-type: none"><li>• Contact Member Services at the numbers listed above</li></ul> <p><b>Teladoc</b></p> <ul style="list-style-type: none"><li>• 24-hour access to in-network providers for non-emergency health issues</li><li>• For members 18 years of age or older</li><li>• Online: <a href="https://member.teladoc.com/superior-healthplan">https://member.teladoc.com/superior-healthplan</a></li><li>• Phone: 1-800-835-2362</li></ul> <p><b>Tejas Healthy at Home</b></p> <ul style="list-style-type: none"><li>• For Medicaid [STAR, STAR Health, STAR Kids, STAR+PLUS (non duals)] and CHIP members</li><li>• Phone: 1-512-279-9375</li><li>• Online: <a href="mailto:healthyathome@tejashma.org">healthyathome@tejashma.org</a></li></ul>
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## Claims Submission and Claims Payment

**Paper claims should be mailed to:**

Superior HealthPlan  
Behavioral Health Claims  
P.O. Box 6300  
Farmington, MO 63640-6806

Wellcare By Allwell  
Attn: Claims  
PO BOX 3060  
Farmington, MO 63640-3822

Ambetter  
Attn: Claims  
PO Box 5010  
Farmington, MO 63640-5010

Paper claims must be submitted on CMS standardized claim forms, using a CMS-1500 or CMS-1450/UB-04 claim form.

**Electronic claims can be submitted through the following:**

- Secure Provider Portal: [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com)
  - Availity Clearinghouse: Medicaid/CHIP Payer ID: 68068
  - Ambetter, Wellcare By Allwell and STAR+PLUS MMP Payer ID: 68069
- Phone: 1-877-344-8446
- Website: [Availity.com](http://Availity.com)
- Texas Medicaid and Healthcare Partnership (TMHP) Portal: [secure.tmhp.com/TexMedConnect](http://secure.tmhp.com/TexMedConnect)

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**Claim Appeals and Corrected Claims can be submitted on paper or electronically.**

**Paper claim appeals** should be mailed to:

**Superior HealthPlan:**

Attn: Behavioral Health Appeals, P.O. Box 6000, Farmington, MO 63640-3809

**Electronic claim appeals** can be submitted through Superior's Secure Provider Portal: [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com)

Must be received by Superior within 120 Days from the date the claim was finalized for reconsideration.

## Claim Disputes

**Ambetter:**

Attn: Claims Dispute, P.O. Box 5000, Farmington, MO 63640-5000

**Wellcare By Allwell:**

Attn: Claim Dispute, P.O. Box 4000, Farmington, MO 63640-4400

## Claim Payment

- Providers can receive paper or electronic payments and remittance.
- Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) is a free service for providers.
- To register for this service, call 1-877-331-7154 or visit [PayspanHealth.com](http://PayspanHealth.com).

## Claim Status

- Claim status can be obtained through the Secure Provider Portal at [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com).
- For questions about a claim, call Superior Provider Services.

## Secure Provider Portal / Health Passport Help Desk

Secure Provider Portal Help Desk

Phone: 1-866-895-8443

Email: [TX.WebApplications@SuperiorHealthPlan.com](mailto:TX.WebApplications@SuperiorHealthPlan.com)

Health Passport Help Desk (for STAR Health)

Phone: 1-866-714-7996

Email: [TX.PassportAdministration@SuperiorHealthPlan.com](mailto:TX.PassportAdministration@SuperiorHealthPlan.com)

## Provider Contracting

Providers can contact Superior for contracting opportunities by:

- Completing the Network Participation Request by visiting [SuperiorHealthPlan.com/JoinOurNetwork](http://SuperiorHealthPlan.com/JoinOurNetwork).
- Sending an email to [SHP.NetworkDevelopment@SuperiorHealthPlan.com](mailto:SHP.NetworkDevelopment@SuperiorHealthPlan.com).

## Provider Credentialing

Email: [Credentialing@SuperiorHealthPlan.com](mailto:Credentialing@SuperiorHealthPlan.com)

Fax: 1-866-702-4831

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

## Prior Authorizations

Prior Authorization forms can be found by visiting [SuperiorHealthPlan.com/ProviderBehavioralHealth](http://SuperiorHealthPlan.com/ProviderBehavioralHealth).

Providers may submit authorizations by:

1. **Secure Provider Portal:** [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com)
2. **Phone:**
  - a. 1-844-744-5315 (Superior phone)
  - b. 1-844-259-3934 (Ambetter phone)
  - c. 1-800-424-4812 (Magellan HealthCare – Applied Behavioral Analysis Services)
3. **Fax:**
  - a. Ambetter Prior Authorization: 1-844-307-4442 (Outpatient) or 1-800-732-7562 (Inpatient)
  - b. Medicaid Prior Authorization: 1- 866-570-7517 (Outpatient) or 1-800-732-7562 (Inpatient)
  - c. Wellcare By Allwell Prior Authorization: 1-855-772-7079 (Outpatient) or 1-866-900-6918 (Inpatient)
  - d. Applied Behavioral Analysis: Magellan HealthCare Prior Authorization: 1-888-656-0368 (Outpatient/Inpatient)

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Covered Behavioral Health Services	Prior Authorization Requirement	Frequency Limitations	Associated Fax Forms
<b>Psychological Testing and Neuropsychological Testing</b>	Required (STAR, STAR Health, STAR Kids, STAR+PLUS, CHIP exemption: Participating providers limited to 8-hours per calendar year per member without authorization)	Based on medical necessity	Outpatient Prior Authorization Form and Medicaid Outpatient Neuropsychology and Psychological Testing
<b>Inpatient Admissions (including Detox)</b>	Required	Based on medical necessity	N/A
<b>Outpatient Detox</b>	Required	Based on medical necessity	Outpatient Prior Authorization Form
<b>Transcranial Magnetic Stimulation (Ambetter only)</b>	Required	Based on medical necessity	Outpatient Prior Authorization Form
<b>Applied Behavior Analysis (Ambetter only)</b>	Required	Based on medical necessity	Outpatient Prior Authorization Form
<b>Electroconvulsive Therapy (ECT) - Inpatient/Outpatient</b>	Required	Based on medical necessity	Outpatient Prior Authorization Form (required) and Ambetter, Medicaid or Medicare ECT Inpatient or Outpatient Request Form (optional)
<b>Outpatient facility services (PHP/IOP/Day Treatment)</b>	Required	Based on medical necessity	N/A
<b>Residential Treatment</b>	Required	Based on medical necessity	N/A
<b>Crisis Stabilization Services (Ambetter Only)</b>	Required after 3 hours or if per diem	Based on medical necessity	N/A
<b>All Non-Participating Providers</b>	Required	Based on medical necessity	Outpatient Prior Authorization Form

## Pharmacy Benefit Information

**Bin Number: 004336; Group ID: RX5458**

Prior Authorization Requests	Phone: 1-866-399-0928 Fax: 1-833-423-2523 Website: <a href="http://SuperiorHealthPlan.com/ProviderPharmacy">SuperiorHealthPlan.com/ProviderPharmacy</a>
Superior Pharmacy Appeals	Phone: 1-877-398-9461 Fax: 1-866-918-2266