

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:

1. Secure Provider 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)

Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) – PaySpan/Zelis

To register for this free service, call 1-855-496-1571 or visit zelis.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: Credentialing@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
 - o Inpatient: 1-877-650-6942
 - o Outpatient: 1-800-690-7030
 - o Behavioral Health (Inpatient): 1-800-732-7562
 - o Behavioral Health (Outpatient): 1-866-570-7517

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:
 - o Spinal Epidural Injections.
 - o Paravertebral Facet Joint Injections or Blocks.
 - o Paravertebral Facet Joint Denervation (Radiofrequency Neurolysis).
 - o 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 and Cardiac Surgical Procedures

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

Phone: 1-855-336-4391
Fax: 1-833-409-5393
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.