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

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, Payor ID: 68069, Behavioral Health Payor 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
Payor ID: 68069

Claim Appeals
Superior HealthPlan
P.O. Box 3000
Farmington, MO 63640-3800
Payor 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 www.SuperiorHealthPlan.com/providers/become-a-provider.html.

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

Providers may submit authorization in three ways:

2. Phone: 1-800-218-7508
3. Fax Lines
   - STAR/CHIP
     - Inpatient: 1-877-650-6942
     - Outpatient: 1-800-690-7030
   - Behavioral Health (Inpatient): 1-866-900-6918
   - Behavioral Health (Outpatient): 1-855-772-7079
   - LTSS/Pharmacy
     - Inpatient (standard/concurrent): 1-877-259-6960
     - Outpatient (standard/concurrent): 1-877-808-9368
     - Part B: 1-844-960-1785
     - Behavioral Health: 1-855-772-7079

### High-Tech Imaging Prior Authorizations

**Radiology Services - National Imaging Associates (NIA):** NIA will manage the prior authorization of non-emergent, advanced, outpatient imaging services rendered to Superior HealthPlan members 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.*

Phone: 1-800-642-7554  
Website: www.RadMD.com

### Interventional Pain Management (IPM)

Prior authorization for outpatient IPM procedures is required for:

- Spinal Epidural Injections.
- Paravertebral Facet Joint Injections or Blocks.
- Paravertebral Facet Joint Denervation (Radiofrequency Neurolysis).
- Sacroiliac Joint Injections.

Phone: 1-800-642-7554  
Website: www.RadMD.com

### Musculoskeletal Surgical Procedures

Prior authorization is required for the certain Musculoskeletal surgical procedures in both inpatient and outpatient settings. To verify if a service requires prior authorization, please visit www.SuperiorHealthPlan.com/providers/preauth-check.html.

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

### Pharmacy Benefits Manager – Envolve Pharmacy Solutions

**Bin Number: 004336; Group ID: RX5458**  
[https://www.envolvehealth.com/pharmacy](https://www.envolvehealth.com/pharmacy)

Prior Authorization Requests  
Phone: 1-866-399-0928  
Fax: 1-866-399-0929  
Website: www.SuperiorHealthPlan.com/providers/resources/pharmacy.html

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.