

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

www.SuperiorHealthPlan.com/contact-us/complaint-form-information.html

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

SuperiorHealthPlan
P.O. Box 3003
Farmington, MO 63640-3803
Payor ID: 68069

Claim Appeals

SuperiorHealthPlan
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

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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:

1. Secure Provider Portal:
Provider.SuperiorHealthPlan.com
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, 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 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>

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.

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