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, MRSA, CHIP and RSA	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 (TDD/TTY)	1-800-735-2989
	STAR, MRSA, CHIP and RSA	1-800-783-5386
	STAR+PLUS	1-877-277-9772
	STAR Kids	1-844-590-4883
	STAR Health	1-866-912-6283
Provider Complaints	TexasProviderComplaints@SuperiorHealthPlan.com	

Claims Submission and Claims Payment	
Providers may submit claims in three ways: 1. Secure Provider Portal at 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)	
EFT/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 https://www.SuperiorHealthPlan.com/providers/become-a-provider.html.

Network Development Email: SHP.NetworkDevelopment@SuperiorHealthPlan.com
Mail: Credentialing Department, Superior HealthPlan, 5900 E. Ben White Blvd., Austin, TX 78741

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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 authorizations in three ways:

1. Secure Provider Portal at Provider.SuperiorHealthPlan.com
2. Phone: 1-800-218-7508
3. Fax: 1-800-690-7030

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 only required for STAR+PLUS members)

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

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: https://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.