

# Acute Care/Hospital Quick Reference Guide



## General Information

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| <b>Secure Provider Portal</b><br>Please visit the Secure Web 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:<br><a href="http://Provider.SuperiorHealthPlan.com">Provider.SuperiorHealthPlan.com</a>    |                |
| <b>Provider Services</b><br>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, MRSA, CHIP, RSA, STAR+PLUS and STAR Kids   | 1-877-391-5921 |
|  | STAR Health  | 1-866-439-2042 |
|  | CHIP RSA   | 1-800-522-8923 |
|  | MRSA   | 1-877-644-4494 |
| <b>Member Services and After Hours</b><br>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 |
| <b>Provider Complaints</b>   | <a href="mailto:TexasProviderComplaints@SuperiorHealthPlan.com">TexasProviderComplaints@SuperiorHealthPlan.com</a> |                |

## Claims Submission and Claims Payment

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| <b>Providers may submit claims in three ways:</b> <ol style="list-style-type: none"> <li>Secure Web Portal at <a href="http://Provider.SuperiorHealthPlan.com">Provider.SuperiorHealthPlan.com</a></li> <li>EDI - 1-800-225-2573 ext. 25525 Payor ID: 68069, Behavioral Health Payor ID: 68068</li> <li>Paper – See address below under Initial, Resubmission, Corrected or Reconsiderations.</li> </ol> |  |
| <b>Initial, Resubmission, Corrected or Reconsiderations</b><br>Superior HealthPlan<br>P.O. Box 3003<br>Farmington, MO 63640-3803<br>Payor ID: 68069  | <b>Claim Appeals</b><br>Superior HealthPlan<br>P.O. Box 3000<br>Farmington, MO 63640-3800<br>Payor ID: 68069 |
| <b>Timely Filing Deadline:</b><br>95 days from the date of service   |  |
| <b>Corrected Claims, Requests for Reconsideration or Claim Disputes:</b><br>120 days from the date of the Explanation of Payment (EOP)   |  |
| <b>EFT/ERA – PaySpan Health</b><br>To register for this free service, call 1-877-331-7154 or visit <a href="http://payspanhealth.com">payspanhealth.com</a> .  |  |

## Secure Provider Portal Help Desk

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| Phone: 1-866-895-8443<br>Email: <a href="mailto:TX.WebApplications@SuperiorHealthPlan.com">TX.WebApplications@SuperiorHealthPlan.com</a> |
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## Provider Contracting

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| 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 <a href="https://www.SuperiorHealthPlan.com/providers/become-a-provider.html">https://www.SuperiorHealthPlan.com/providers/become-a-provider.html</a> . |
| Network Development Email: <a href="mailto:SHP.NetworkDevelopment@SuperiorHealthPlan.com">SHP.NetworkDevelopment@SuperiorHealthPlan.com</a><br>Mail: Credentialing Department, Superior HealthPlan, 5900 E. Ben White Blvd., Austin, TX 78741   |

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## Provider Re-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

## Provider Authorizations

Providers may submit authorizations in three ways:

1. Secure Provider Portal at [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com)
2. Fax: 1-800-690-7030
3. Call: 1-800-218-7508

## NICU and Emergent Hospital Admission Notification & Authorization

| Products                                      | Business Line  |
|---|----------------|
| STAR, STAR+PLUS, STAR Kids, STAR Health, CHIP | 1-855-594-6103 |
| Medicaid RSA, CHIP RSA                        | 1-877-804-7109 |

## 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 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](http://www.RadMD.com)

## Pharmacy Benefits Manager – Envolve Pharmacy Solutions

**Bin Number: 004336; Group ID: RX5458**  
<https://www.envolvehealth.com/pharmacy>

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|------------------------------|---|
| Prior Authorization Requests | Phone: 1-866-399-0928<br>Fax: 1-866-399-0929<br>Website:<br><a href="https://www.SuperiorHealthPlan.com/providers/resources/pharmacy">https://www.SuperiorHealthPlan.com/providers/resources/pharmacy</a> |
| Pharmacy Appeals             | Phone: 1-800-218-7453, ext. 22168<br>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](http://SuperiorHealthPlan.com).**