# General Information

### Provider Services
- Phone: 1-877-391-5921
- Relay Texas (TDD/TTY): 1-800-735-2989 or 711

### Member Services and After Hours (24-Hour Nurse Advice Line)
- Phone: 1-877-277-9772
- Relay Texas (TDD/TTY): 711

### State Fair Hearing Requests Hotline
- Phone: 1-877-398-9461

### Provider Contracting
- Phone: 1-866-615-9399 ext. 22534
- Email: SHP.NetworkDevelopment@SuperiorHealthPlan.com

### Claims Submission – Acute Care Services & LTSS (non-dual)
2. EDI: 1-800-225-2573 ext. 25525, Payor ID: 68069
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 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 www.payspanhealth.com

### Prior Authorization – LTSS Service Coordination
(E.g. PAS, DAHS, ERS)
- Phone: 1-877-277-9772
- Fax: 1-866-895-7856 (STAR+PLUS)
  - 1-855-277-5700 (STAR+PLUS MMP)
  - 1-877-441-5881 (DAHS Authorizations)

### Prior Authorization - Acute Care Services (Non-Dual)
(E.g. In-home skilled nursing, PDN, most DME)
- Non-Dual Members (Medicaid only)
  - Phone: 1-800-218-7508
  - Fax: 1-800-690-7030

### Prior Authorization - Acute Care Services (Dual)
(E.g. In-home skilled nursing, PDN, most DME)
- Dual Members (Medicare & Medicaid)
  - Phone: Member’s Medicare Carrier

### Electronic Visit Verification
- Email: Electronic_Visit_Verification@hhsc.state.tx.us

---

For the most current Provider Manual and Prior Authorization list, please visit SuperiorHealthPlan.com.