STAR+PLUS/LTSS
Quick Reference Guide

superior healthplan

General Information

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

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

State Fair Hearing Requests Hotline
1-877-398-9461

Website
SuperiorHealthPlan.com

Secure Provider Portal
Provider.SuperiorHealthPlan.com

Secure Provider Portal Help Desk
Phone: 1-866-895-8443
Email: TX.WebApplications@SuperiorHealthPlan.com

Provider Contracting

Phone:1-866-615-9399, ext. 22534
Email: SHP.NetworkDevelopment@SuperiorHealthPlan.com
Web: SuperiorHealthPlan.com/JoinOurNetwork

Claims Submission – Acute Care Services and LTSS (Non-dual)

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
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 payspanhealth.com/.

STAR+PLUS/LTSS
Quick Reference Guide

Prior Authorization – LTSS Service Coordination
(E.g. PAS, DAHS, ERS)

Phone: 1-877-277-9772
Fax : All LTSS (Fax)

- Day Activity and Health Services (DAHS): 1-877-441-5811
- STAR+PLUS Medicare-Medicaid Plan (MMP): 1-855-277-5700
- STAR+PLUS (Medicaid): 1-866-895-7856
- Medical Necessity Level of Care (MNLOC) Physician's Signature and Provider Statement of Need (PSON) forms only: 1-866-703-0502

Prior Authorization - Acute Care Services (Non-Dual)
(E.g. In-home skilled nursing, PDN, most DME)

MMP (Fax):

- Inpatient: 1-877-259-6960
- Outpatient (standard): 1-877-808-9368
- Incontinence: 1-800-690-7030
- BH (Inpatient): 1-866-900-6918
- BH (Outpatient): 1-855-772-7079

Expedited (Phone): 1-800-218-2508

STAR+PLUS (Fax):

- Inpatient: 1-877-650-6942
- Outpatient: 1-800-690-7030
- Behavioral Health (Inpatient): 1-866-900-6918
- Behavioral Health (Outpatient): 1-855-772-7079

Prior Authorization - Acute Care Services (Dual)
(E.g. In-home skilled nursing, PDN, most DME)

Medicare (Fax):

- Inpatient: 1-877-808-9368
- Concurrent: 1-877-259-6960

Electronic Visit Verification

Web: https://hhs.texas.gov/laws-regulations/handbooks/evvpph/section-2000-programs-services-billing
Email: Electronic_Visit_Verification@hhsc.state.tx.us

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