

# Behavioral Health Provider Quick Reference Guide



## General Information

<p><b>Website</b> Utilize the Superior HealthPlan website to find:</p> <ul style="list-style-type: none"> <li>• Training and manuals.</li> <li>• Preferred drug lists.</li> <li>• Provider news.</li> <li>• Network requests or updates.</li> <li>• Fraud, waste and abuse reporting.</li> <li>• Contact information (inquiries and complaints).</li> <li>• Your dedicated Account Manager.</li> </ul>	<p><b>Website</b> <a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a></p>	
<p><b>Secure Provider Portal</b> Please visit the Secure Provider Portal 24/7 for questions on electronic claim submission, claim appeals and claim status checks and member eligibility verification.</p>	<p><b>Secure Provider Portal</b> <a href="http://Provider.SuperiorHealthPlan.com">Provider.SuperiorHealthPlan.com</a></p>	
<p><b>Account Management</b> Each provider is assigned a Superior representative called an Account Manager, who provides training and education, assists with questions and changing provider needs, as well as performs periodic onsite visits to the provider's office. Access the following link to locate your Account Manager: <a href="http://www.SuperiorHealthPlan.com/providers/resources/find-my-provider-rep.html">www.SuperiorHealthPlan.com/providers/resources/find-my-provider-rep.html</a></p>		
<p><b>Provider Services</b> Please contact Provider Services for questions on claims status, member eligibility and claim adjustment requests.</p>	<p>STAR, CHIP, STAR+PLUS, STAR Kids, STAR+PLUS MMP, Allwell</p>	<p>1-877-391-5921</p>
	<p>STAR Health</p>	<p>1-877-391-5921</p>
	<p>Ambetter</p>	<p>1-877-687-1196</p>
<p><b>Member Services</b> Members can contact Member Services for help with:</p> <ul style="list-style-type: none"> <li>• Benefit inquiries.</li> <li>• Assistance with locating a network provider.</li> <li>• Transportation assistance.</li> <li>• General inquiries and complaints.</li> <li>• Abuse, neglect and exploitation reporting.</li> <li>• Behavioral health crisis hotline.</li> </ul>	<p>STAR, CHIP</p>	<p>1-800-783-5386</p>
	<p>STAR+PLUS</p>	<p>1-877-277-9772</p>
	<p>STAR Kids</p>	<p>1-844-590-4883</p>
	<p>STAR Health</p>	<p>1-866-912-6283</p>
	<p>STAR+PLUS MMP</p>	<p>1-866-896-1844</p>
	<p>Allwell (HMO and HMO SNP)</p>	<p>1-877-826-5520</p>
	<p>Ambetter</p>	<p>1-877-687-1196</p>
<p>Relay Texas (TTY)</p>	<p>1-800-735-2989</p>	
<p><b>Provider Complaints</b> Provider complaints may be submitted through the Superior website, by mail or fax.</p>	<p><b>Complaints (By Web)</b> <a href="http://www.SuperiorHealthPlan.com/contact-us/complaint-form-information.html">www.SuperiorHealthPlan.com/contact-us/complaint-form-information.html</a></p> <p><b>Complaints (By Mail)</b> Superior HealthPlan Provider Complaints 5900 E. Ben White Blvd. Austin, Texas 78741</p> <p><b>Complaints (By Fax)</b> 1-866-683-5369</p>	

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## Claims Submission and Claims Payment

### Paper claims should be mailed to:

Superior HealthPlan  
Behavioral Health Claims  
P.O. Box 6300  
Farmington, MO 63640-6806

Paper claims must be submitted on CMS standardized claim forms, using a CMS-1500 or CMS-1450/UB-04 claim form.

### Electronic claims can be submitted through the following:

- Secure Provider Portal: [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com)
- Availity Clearinghouse / Payor ID: 68068  
Phone: 1-877-344-8446, Website: [www.Availity.com](http://www.Availity.com)
- TexMedCentral (Medicaid claims):  
Texas Medicaid and Healthcare Partnership (TMHP) Portal: <https://secure.tmhp.com/TexMedConnect>

Claims must be received by Superior within 95 Days from the date of service.

### Claim Appeals and Corrected Claims can be submitted on paper or electronically.

#### Paper claim appeals should be mailed to:

Superior HealthPlan Behavioral Health Appeals  
P.O. Box 6000  
Farmington, MO 63640-3809

**Electronic claim appeals** can be submitted through Superior's Secure Provider Portal: [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com)

Must be received by Superior within 120 Days from the date the claim was finalized for reconsideration.

### Claim Payment

- Providers can receive paper or electronic payments and remittance.
- Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) is a free service for providers.
- To register for this service, call 1-877-331-7154 or visit [PayspanHealth.com](http://PayspanHealth.com).

### Claim Status

- Claim status can be obtained through the Secure Provider Portal at [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com).
- For questions about a claim, call Superior Provider Services.

## Secure Provider Portal / Health Passport Help Desk

Secure Provider Portal Help Desk	Phone: 1-866-895-8443 Email: <a href="mailto:TX.WebApplications@SuperiorHealthPlan.com">TX.WebApplications@SuperiorHealthPlan.com</a>
Health Passport Help Desk (for STAR Health)	Phone: 1-866-714-7996 Email: <a href="mailto:TX.PassportAdministration@SuperiorHealthPlan.com">TX.PassportAdministration@SuperiorHealthPlan.com</a>

## Provider Contracting

Providers can contact Superior for contracting opportunities by:

- Completing the Network Participation Request by visiting [www.SuperiorHealthPlan.com/providers/become-a-provider.html](http://www.SuperiorHealthPlan.com/providers/become-a-provider.html).
- Sending an email to [SHP.NetworkDevelopment@SuperiorHealthPlan.com](mailto:SHP.NetworkDevelopment@SuperiorHealthPlan.com).

## Provider 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

# Behavioral Health Provider Quick Reference Guide



## Prior Authorizations

Prior Authorization forms can be found by visiting [www.SuperiorHealthPlan.com/providers/resources/behavioral-health.html](http://www.SuperiorHealthPlan.com/providers/resources/behavioral-health.html).

Providers may submit authorizations by:

1. Secure Provider Portal: [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com)
2. Phone: 1-844-744-5315 (Ambetter phone: 1-844-259-3934)
3. Fax:
  - a. Allwell Prior Authorization: 1-855-772-7079
  - b. Ambetter Prior Authorization: 1-844-307-4442
  - c. Medicaid Prior Authorization: 1-866-570-7517
  - d. Mental Health Rehabilitation and Behavioral Case Management Services: 1-866-469-0725

Covered Behavioral Health Services	Prior Authorization Requirement	Frequency Limitations	Associated Fax Forms
<b>Psychological Testing and Neuropsychological Testing</b>	Required (STAR, STAR Health, STAR Kids, STAR+PLUS, CHIP exemption: Participating providers limited to 8-hours per calendar year per member without authorization)	Based on medical necessity	2020 Outpatient Prior Authorization Form and Medicaid Outpatient Neuropsychology and Psychological Testing
<b>Inpatient Admissions (including Detox)</b>	Required	Based on medical necessity	N/A
<b>Outpatient Detox</b>	Required	Based on medical necessity	2020 Outpatient Prior Authorization Form
<b>Transcranial Magnetic Stimulation (Ambetter only)</b>	Required	Based on medical necessity	2020 Outpatient Prior Authorization Form
<b>Applied Behavior Analysis (Ambetter only)</b>	Required	Based on medical necessity	2020 Outpatient Prior Authorization Form
<b>Electroconvulsive Therapy (ECT) - Inpatient/Outpatient</b>	Required	Based on medical necessity	2020 Outpatient Prior Authorization Form (required) and Ambetter, Medicaid or Medicare ECT Inpatient or Outpatient Request Form (optional)
<b>Outpatient facility services (PHP/IOP/Day Treatment)</b>	Required	Based on medical necessity	N/A
<b>Residential Treatment</b>	Required	Based on medical necessity	N/A
<b>Crisis Stabilization Services (Ambetter Only)</b>	Required after 3 hours or if per diem	Based on medical necessity	N/A
<b>All Non-Participating Providers</b>	Required	Based on medical necessity	2020 Outpatient Prior Authorization Form

## Pharmacy Benefit Information

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

Prior Authorization Requests	Phone: 1-866-399-0928 Fax: 1-866-399-0929 Website: <a href="http://www.SuperiorHealthPlan.com/providers/resources/pharmacy.html">www.SuperiorHealthPlan.com/providers/resources/pharmacy.html</a>
Superior Pharmacy Appeals	Phone: 1-877-398-9461 Fax: 1-866-918-2266