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STAR+PLUS Long-Term Services and Supports (LTSS) Billing Clinic

Provider Training

Introductions and Agenda



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- Introduction to Superior HealthPlan
- Verifying Eligibility
- Service Coordination
- Prior Authorizations
- Electronic Visit Verification
- Claims Filing and Payment Options
- STAR+PLUS Billing Matrix
- Superior's Secure Provider Portal
- Superior HealthPlan Departments
- Questions and Answers

Who is Superior HealthPlan?



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- Superior, a subsidiary of Centene Corporation, manages health care for Medicaid and CHIP members across Texas.
- Superior has been a contracted Managed Care Organization (MCO) for the Medicaid managed care program (STAR program) since December 1999.
- Superior provides Medicaid and CHIP programs in contracted Texas Health and Human Services (HHS) service areas throughout the state. These programs include:
 - Ambetter from Superior HealthPlan
 - CHIP
 - STAR
 - STAR Health (Foster Care)
 - STAR Kids
 - STAR+PLUS
 - STAR+PLUS Medicare-Medicaid Plan (MMP)
 - Wellcare By Allwell (HMO and HMO DSNP)

What is STAR+PLUS?



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- The STAR+PLUS program is designed to integrate the delivery of Acute Care and Long-Term Services and Supports (LTSS) through a managed care system, combining traditional health care (doctors visits) with LTSS, such as providing help in the home with daily living activities, home modifications and personal assistance.
- Members, their families and providers work together to coordinate members' healthcare, long-term care and community support services.
- The main feature of the program is Service Coordination, which describes a special kind of care management used to coordinate all aspects of care for a member.

What is STAR+PLUS MMP?



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- STAR+PLUS MMP is a fully integrated managed care model for individuals who are enrolled in Medicare and Medicaid.
- Services include all Medicare benefits, including parts A, B and D, and Medicaid benefits, including LTSS and flexible benefits/value added benefits.
- STAR+PLUS MMP is an opt-in/opt-out program.
- Superior offers STAR+PLUS MMP in Bexar, Dallas and Hidalgo counties.

What is Community First Choice (CFC)?



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- CFC is part of Senate Bill 7 from the 2013 Texas Legislature requiring Health and Human Services (HHS) to put in place a cost-effective option for attendant and habilitation services for people with disabilities.
- CFC services are available for STAR+PLUS members who:
 - Are eligible for Medicaid and enrolled in STAR+PLUS
 - Need an institutional level of care:
 - Intermediate Care Facility for Individuals with an Intellectual Disability or Related conditions (ICF/IID)
 - Nursing Facility
 - Institution for Mental Disease [IMD]
 - Need services provided in the CFC program
- CFC includes PAS, Habilitation, Emergency Response Services and Support Management.

Community First Choice (CFC)



- CFC assessments will be conducted by Superior or the Local Intellectual & Developmental Disabilities Authority (LIDDA).
- If the PCP determines that a member should receive a CFC service or needs an authorization, PCPs should call Service Coordination and request an assessment.
- CFC services should be billed either directly to Superior or through TMHP if EVV validation is required. Use appropriate procedure codes and modifiers as outlined in the billing matrix found in the HHS STAR+PLUS Handbook.



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Verifying Eligibility

Verify Eligibility



- Superior Secure Provider Portal
www.Provider.SuperiorHealthPlan.com
- Superior STAR+PLUS Member Services: 1-877-277-9772
- Superior STAR+PLUS MMP Member Services: 1-866-896-1844
- Superior STAR+PLUS or STAR +PLUS MMP Card
- Texas Medicaid Benefits Card
- TexMedConnect –
http://www.tmhp.com/Pages/EDI/EDI_TexMedConnect.aspx
- Maximus Enrollment Broker: 1-800-964-2777

Note: It is recommended to verify eligibility the 1st of each month using Superior's website or by contacting Member Services.

Member ID Cards



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This is where your name appears.

This is your Medicaid ID number.

This is HHSC's agency ID number.
Doctors and other providers need this number.

This is the date the card was sent to you.

Your Texas Benefits
Health and Human Services Commission

Member name:

Member ID:

Issuer ID:

Date card sent:

Note to Provider:
Ask this member for the card from their Medicaid medical plan. Providers should use that card for billing assistance. No medical plan card? Pharmacists can use the non-managed care billing information on the back of this card.

This is a magnetic strip your doctor can swipe (like a credit card) to get your Medicaid ID number.

Go to this website or call this number to learn more about this card.

This message is for doctors and providers. This means they need to make sure you are still in the Medicaid program.

Need help? ¿Necesita ayuda? 1-800-252-8263

Members: Keep this card with you. This is your medical ID card. Show this card to your doctor when you get services. To learn more, go to www.YourTexasBenefits.com or call 1-800-252-8263.

Miembros: Lleve esta tarjeta con usted. Muestre esta tarjeta a su doctor al recibir servicios. Para más información, vaya a www.YourTexasBenefits.com o llame al 1-800-252-8263.

THIS CARD DOES NOT GUARANTEE ELIGIBILITY OR PAYMENT FOR SERVICES.

Providers: To verify eligibility, call 1-855-827-3747. Non-pharmacy providers can also verify eligibility at www.YourTexasBenefitsCard.com. Non-managed care pharmacy claims assistance: 1-800-435-4165.

Non-managed care Rx billing: RxBIN: 610084 / RxPCN: DRTXPROD / RxGRP: MEDICAID
TX-CA-1213

STAR+PLUS Member ID Cards



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TEXAS
STAR+PLUS
Your Health Plan • Your Choice



MEMBER ID #:
MEMBER NAME:

PRIMARY CARE PROVIDER
NAME:
PHONE:
EFFECTIVE DATE:

RXBIN:
RXPCN:
RXGRP:
PBM:

SuperiorHealthPlan.com

Member Services: 1-877-277-9772

Available 24 hours a day/7 days a week

Service Coordinator: 1-877-277-9772

Behavioral Health: 1-877-277-9772

In case of emergency, call 911 or go to the closest emergency room. After treatment, call your PCP within 24 hours or as soon as possible. Medicaid recipients who are also eligible for Medicare only have Long Term Services and Supports through Superior.

Servicios para Miembros: 1-877-277-9772

Disponible 24 horas al día/7 días de la semana

Coordinadora de Servicios: 1-877-277-9772

Servicios de Salud del Comportamiento: 1-877-277-9772

En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Después del tratamiento, llame a su PCP dentro de 24 horas o tan pronto como sea posible. Recipientes de Medicaid que también están elegibles para Medicare tienen solamente Servicios y Apoyos a Largo Plazo con Superior.

STAR+PLUS MMP ID Card



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TEXAS
Health and Human
Services



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MedicareRx
Prescription Drug Coverage

Member Name: <Cardholder Name>
Member ID: <Cardholder ID#>
Health Plan (80840): <Card Issuer Identifier>
Medicaid ID: <Medicaid ID#>
PCP Name: <PCP Name>
PCP Effective Date: <PCP Effective Date>
PCP Phone: <PCP Phone>

RxBIN: <012353>
RxPCN: <06244501>
RxGRP: <XXXXX>
RxID: <RxID#>

<Cost sharing/Copays: <\$0> for <covered medical and Rx services>
H6870 001

In case of emergency, call 911 or go to the closest emergency room. After treatment, call your PCP within 24 hours or as soon as possible.

En caso de emergencia, llame al 911 o vaya a la sala de emergencia más cercana. Después de recibir cuidado, llame a su PCP dentro de 24 horas o lo antes posible.

Member Services | Servicios al miembro: <1-866-896-1844; TTY: 711>
Behavioral Health | Salud del comportamiento: <1-866-896-1844; TTY: 711>
Service Coordination | Coordinador de servicios: <1-866-896-1844; TTY: 711>

Website | Sitio web: <<http://mmp.SuperiorHealthPlan.com>>

Pharmacy Help Desk: <1-844-857-4375; TTY 711>

Send Claims To:

<Superior HealthPlan STAR+PLUS MMP Claims Dept,
PO Box 3060
Farmington, MO 63640-3822
Payor ID 68069>

Claim Inquiry: <1-877-391-5921; TTY 711>



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Service Coordination

Service Coordination



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- Single point of contact for the member.
- Review assessments and develop plan of care utilizing input from member, family and providers.
- Coordinate with the member's Primary Care Physician (PCP), specialist and LTSS providers to ensure the member's health and safety needs are met in the least restrictive setting.
- Refer member to support services such as disease management and community resources.
- Utilizes a multidisciplinary approach in meeting members' medical and behavioral health needs.
- Conducts mandatory telephonic or face-to-face contacts.

Contacting a Member's Service Coordinator



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- Members and providers will be able to access the name and phone number of the assigned Service Coordinator through the Secure Member and Secure Provider Portals.
- When providers access eligibility on a specific member, the assigned Service Coordinator and phone number is displayed on the **Eligibility Overview** page, under **Care Gaps**.
- Call Service Coordination at 1-877-277-9772



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Prior Authorizations

Referrals and Prior Authorizations



- A Primary Care Physician (PCP) is required to refer a member to a specialist when medically-necessary care is needed beyond the scope of the PCP.
- A specialist cannot refer to another specialist.
- PCP must document the coordination of referrals and services provided between the PCP and specialist.
- Referrals to out-of-network providers will be made when medically-necessary to do so.
- No referral or authorization is needed for emergent or urgent services as long as the specialist is in Superior's network or accepts Medicaid. If the specialist is not a Superior or Medicaid provider, members may receive a bill.
- *Please note: If emergent or urgent services were provided in an office setting, providers should contact Superior as soon as possible after the visit, as some services require an authorization.*

Services Requiring Prior Authorizations



- DAHS, assisted living, respite, PAS/PHC, home health, home delivered meals, adult foster care, emergency response services, consumer directed services and minor home modifications
- DME
 - Non waiver items below \$500 generally will not require prior authorization.
 - Please note: providers should verify if prior authorization is required by visiting Superior's Prior Authorization Tool at SuperiorHealthPlan.com/PriorAuth.
 - If waiver-specific DME item, then prior authorization is required.
- Skilled Nursing, PT/OT/ST – except at initial evaluation

Please note: Refer to the Provider Manual for complete guidelines.

LTSS Authorizations



- Personal Attendant Services (PAS)
- Day Activity and Health Services (DAHS)
- STAR+PLUS Waiver Services:
 - Adaptive aids
 - Adult foster care
 - Assisted living facility
 - Dental Services
 - Emergency response system
 - Employment Assistance
 - Financial Management Services
 - Home delivered meals
 - In-home skilled nursing care
 - Medical supplies
 - Mental Health Rehabilitative Services
 - Mental Health Targeted Case Management
 - Minor home modification
 - Personal Assistant Services
 - Respite Care Services
 - Supported Employment
 - Therapy (PT/OT/ST)
 - Transitional Assistance Services
 - Supplemental Transition Services

How do I authorize LTSS or CFC?



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- All authorizations for LTSS and CFC are obtained through the Service Coordination department.
- The name of each member's Service Coordinator can be viewed once a member's eligibility is confirmed through the Secure Provider Portal.
- To initiate prior authorization requests or any changes to an authorization, providers may call the Service Coordination department at 1-877-277-9772 or fax in a 2067 Form.
 - 2067 Form: <https://hhs.texas.gov/node/18108>
 - Fax Numbers:
 - STAR+PLUS 1-866-895-7856
 - STAR+PLUS MMP 1-855-277-5700



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Claims Filing and Payment

LTSS Claims Filing



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- Claims must be filed within 95 days from the Date of Service (DOS).
 - Filed on a red CMS 1500
 - Filed electronically through clearinghouse
 - Filed directly through the Secure Provider Portal Provider.SuperiorHealthPlan.com
 - 24(I) Qualifier ZZ, 24J(a) Taxonomy Code, 24J(b) National Provider Identifier (NPI) are all required when billing Superior claims
- A provider may submit a corrected claim or claim appeal within 120 Days from the date the Explanation of Payment (EOP) or denial is issued.

Initial Submission



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- Claims must be completed in accordance with TMHP billing guidelines
- Use appropriate modifiers and procedure codes from the [LTSS Billing Matrix](#)
- All member and provider information must be completed.
- Providers should include a copy of the Explanation of Payment (EOP) when other insurance is involved.

LTSS Claims Filing: Submitting Claims



- Secure Provider Portal:
 - Provider.SuperiorHealthPlan.com
 - Electronic Claims:
 - Superior Payer ID 68069
 - Visit the website for a list of our Trading Partners:
SuperiorHealthPlan.com/Providers/Resources/Electronic-Transactions.html
- Paper Claims - Initial and Corrected*
 - Superior HealthPlan
P.O. Box 3003
Farmington, MO 63640-3803
- Paper Claims - Requests for Reconsideration* and Claim Disputes*
 - Superior HealthPlan
P.O. Box 3000
Farmington, MO 63640-3800

**Must reference the original claim number in the correct field on the claim form.*

Claims Filing Addresses for STAR+PLUS MMP Members



Addresses are different for MMP members.

- Initial claim submission, Adjusted/Corrected Claims, reconsiderations and disputes by paper:
Superior HealthPlan STAR+PLUS MMP
P. O. Box 3060
Farmington, MO 63640-3822
- Providers can file through the Secure Provider Portal or their clearinghouse for Initial and Adjusted/Corrected Claims.

Electronic Claim Filing Tips



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- If the clearinghouse does not have Superior's **Payer ID 68069**, they may drop the claim to paper.
- If a provider uses EDI software but it is not setup with a clearinghouse, they must bill Superior through paper claims or through the Secure Provider Portal until the provider has established a relationship with a clearinghouse listed on Superior's website.
- To send claim adjustments through EDI, the CLM05 -3 "Claim Frequency Type Code" must be "7" and in the 2300 loop a REF *F8* must be sent with the original claim number (or the claim will reject).
- Claims can also be submitted through the Secure Provider Portal. Claims submitted through the portal are considered electronic claims.

Paper Claim Filing Tips



To assist the mail center in improving the speed and accuracy to complete scanning, please take the following steps:

- Remove all staples from pages
- Do not fold the forms
- Claim must be typed using a 12pt font or larger and submitted on original CMS 1500 red form (not a copy)
- Handwritten claim forms are no longer accepted

CMS 1500 (HCFA) Form Tips



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Referring Provider: [C]
17 Name of the referring provider and 17b NPI

HEALTH INSURANCE CLAIM FORM
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 03/12

1. MEDICARE **2. MEDICAID** **3. TRICARE** **4. CHAMPVA** **5. GROUP HEALTH PLAN** **6. FEDERAL EMPLOYERS' MEDICAL CARE ACT (FEMCA)** **7. OTHER** **8. INSURED'S POLICY NUMBER** (For Program in Item 1)

9. PATIENT'S NAME (Last Name, First Name, Middle Initial) **10. PATIENT'S BIRTH DATE** (MM/DD/YY) **11. PATIENT'S SEX** (M) (F) **12. INSURED'S NAME (Last Name, First Name, Middle Initial)**

13. PATIENT'S ADDRESS (No., Street) **14. PATIENT RELATIONSHIP TO INSURED** (Self, Spouse, Child, Other) **15. INSURED'S ADDRESS (No., Street)**

16. CITY **17. STATE** **18. RESERVED FOR NUCC USE** **19. CITY** **20. STATE**

21. ZIP CODE **22. TELEPHONE (3-Digit Area Code)** **23. ZIP CODE** **24. TELEPHONE (3-Digit Area Code)**

25. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) **26. IS PATIENT'S CONDITION RELATED TO:** (YES) (NO) **27. INSURED'S POLICY GROUP OR FECA NUMBER**

28. OTHER INSURED'S POLICY OR GROUP NUMBER **29. EMPLOYMENT (Current or Preclaim)** (YES) (NO) **30. INSURED'S DATE OF BIRTH** (MM/DD/YY) **31. SEX** (M) (F)

32. RESERVED FOR NUCC USE **33. AUTO ACCIDENT?** (YES) (NO) **34. PLACED (Date)** (MM/DD/YY) **35. OTHER CLAIM ID (Designated by NUCC)**

36. RESERVED FOR NUCC USE **37. OTHER ACCIDENT?** (YES) (NO) **38. INSURANCE PLAN NAME OR PROGRAM NAME**

39. INSURANCE PLAN NAME OR PROGRAM NAME **40. CLAIM CODES (Designated by NUCC)** **41. IS THERE ANOTHER HEALTH BENEFIT PLAN?** (YES) (NO) **42. IF YES, COMPLETE Items 8, 9a, and 9b.**

43. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (Authorized signatory of medical benefits to the undersigned physician of applicant for services described below.)

44. DATE OF CURRENT ILLNESS, INJURY, WEAR AND TEAR, OR OTHER CLAIM (MM/DD/YY) **45. OTHER DATE** (MM/DD/YY) **46. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION** (FROM MM/DD/YY TO MM/DD/YY)

47. NAME OF REFERRING PROVIDER OR OTHER SOURCE (NPI) **48. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES** (FROM MM/DD/YY TO MM/DD/YY)

49. ADDITIONAL CLAIM INFORMATION (Designated by NUCC) **50. OUTSIDE LAB?** (YES) (NO) **51. CHARGES**

52. RESUBMISSION CODE **53. PRIOR AUTHORIZATION NUMBER**

54. A. DATES OF SERVICE (From MM/DD/YY To MM/DD/YY) **54. B. PLACE OF SERVICE** (E) (O) (P) (H) (C) (S) (N) (U) (I) (M) (D) (A) (R) (S) (L) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z) **54. C. PROCEDURES, SERVICES, OR SUPPLIES** (ICD-9-CM) (CPT/HCPCS) (MODIFIER) **54. D. DIAGNOSIS** (ICD-9-CM) (ICD-10) (S) (C) (E) (M) (D) (A) (R) (S) (L) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z) **54. E. CHARGES** (S) (C) (E) (M) (D) (A) (R) (S) (L) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z) **54. F. REFERRING PROVIDER (NPI)**

55. SIGNATURE OF PHYSICIAN OR SUPPLIER (Include degree or credentials. I certify that the statements on the reverse apply to this claim and are made a part thereof.) **56. SERVICE FACILITY LOCATION INFORMATION** **57. BILLING PROVIDER INFO & PIA**

58. FEDERAL TAX ID NUMBER **59. SSN** **60. PATIENT'S ACCOUNT NO.** **61. ACCEPT ASSIGNMENT?** (YES) (NO) **62. TOTAL CHARGE** (\$) **63. AMOUNT PAID** (\$) **64. HAVE FOR NUCC USE**

65. SIGNATURE OF PHYSICIAN OR SUPPLIER **66. SERVICE FACILITY LOCATION INFORMATION** **67. BILLING PROVIDER INFO & PIA**

NUCC Instruction Manual available at: www.nucc.org PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 (FORM 1500) (10-12)

Rendering Provider: [R]
Place your NPI in box 24J (Unshaded) and Taxonomy Code with a ZZ Modifier in box 24J (shaded). These are required fields when billing Superior claims.

If you do not have an NPI, place your API (atypical provider number/LTSS number) in Box 33b

Billing Provider: [R]
33a Billing NPI number
33b Billing Taxonomy number (or API if no NPI)

Common Billing Errors



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- Member date of birth or name not matching ID card/member record
- Code combinations not appropriate for demographic of member
- Not filed timely
- Procedures billed do not match services authorized
- Modifier format or accuracy errors for service type
- Diagnosis code not to the highest degree of specificity; 4th or 5th digit when appropriate
- Illegible paper claim

Billing Tip Reminders



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- National Provider Identifier (NPI) of rendering provider.
- Appropriate 2-digit location code must be listed.
- ZZ qualifier to indicate taxonomy (24 J shaded/33b) when you are billing with your NPI number.
- Ensure appropriate modifiers have been entered.
- Taxonomy codes are required on encounter submissions effective for the rendering and billing providers.
- Ensure the EVV data matches the units/hours on the claim.
- Superior's Provider Manual provides guidelines on how to submit clean claims and highlights the requirements for completing CMS 1500 forms.

Claims Filing Deadlines



- First Time Claim Submission
 - 95 Days from date of service
- Corrected Claims
 - 120 Days from the date of Explanation of Payment or denial is issued
 - Must reference original claim number on corrected claim
- Claim Appeals
 - 120 Days from the date of EOP or denial is issued
 - Must be submitted in writing with supporting appeal documentation

Identifying a Claim Number



- Superior assigns claim numbers (aka Claim Control Number or Submission ID) for each claim received. Each time Superior sends any correspondence regarding a claim, the claim number is included in the communication. It can be found in the following:
 - Electronic data interchange (EDI) Rejection/Acceptance reports
 - Rejection Letters*
 - Secure Provider Portal
 - EOP
- Sample claim number: N125TXP02973
- When calling into Provider Services, please have the claim number ready for expedited handling.

**Remember that rejected claims have never made it through Superior's claims system for processing. The submission ID that is provided on the Rejection Letter is a claim image number that helps us retrieve a scanned image of the rejected claim.*

Authorization and Billing Tips



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- Avoid denials: Remember to use the right Tax ID LTSS number when requesting authorizations.
- If the authorization denies because it was billed with a different combination than was authorized, providers can appeal by:
 - Rebilling with correct combination
 - Requesting reconsideration by providing the authorization number you did obtain and ask it be assigned to the correct combination

Recurring Bills Reminder



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- Superior frequently issues authorizations that span over multiple dates of service.
- To avoid claim denials, the dates of service billed on a claim must be covered under one single authorization.
- If the dates of service billed are covered by multiple authorizations, the claim should be split and billed on separate claims for each authorization.

Adjustments, Reconsiderations and Disputes



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- All claim adjustments (corrected claims), requests for reconsideration or disputes must be received within 120 days from the date of notification or denial.
- Adjusted or Corrected Claim: The provider is changing the original claim. Correction to a prior-finalized claim that was in need of correction as a result of a denied or paid claim.
- Claim Appeals: Often require additional information from the provider.
 - Request for Reconsideration: Provider disagrees with the original claim outcome (payment amount, denial reason, etc.).
 - Claim Dispute: Provider disagrees with the outcome of the request for reconsideration
- Visit [SuperiorHealthPlan.com/ProviderForms](https://www.SuperiorHealthPlan.com/ProviderForms) for easy-to-fill Corrected Claim or Claim Appeal forms.

Corrected Claim Filing Tips



- Must reference original claim number from EOP.
- Must be submitted within 120 days of adjudication paid date.
- Resubmission of claims can be done through a clearinghouse or through Superior's Secure Provider Portal.
 - To send both individual and batch claim adjustments through a clearinghouse, you must provide the following information to your billing company: the CLM05-3 must be "7" and in the 2300 loop a REF *F8* must be sent with the original claim number (or the claim will reject).
 - For batch adjustments, upload this file to a clearinghouse or through the Secure Provider Portal.
 - To send individual claim adjustments through the portal, log in to your account, select "Claim" and then the "Correct Claim" button.
- Corrected or adjusted paper claims can also be submitted to:
 - Superior HealthPlan
 - Attn: Claims
 - P.O. Box 3003
 - Farmington, MO 63640-3803

Appealing Denied Claims



- Submit appeal within 120 days from the date of adjudication or denial.
- Claims appeals may be submitted:
 - In writing:
 - Superior HealthPlan
 - Attn: Claims Appeals
 - P.O. Box 3000
 - Farmington, MO 63640-3800
 - Through the Secure Provider Portal.
 - At this time, batch adjustments are not an option through the portal.
- Attach and complete the Claim Appeal form from www.SuperiorHealthPlan.com.
- Claim appeals must include supporting documentation, including:
 - Copy of EOP of appealed claim (not required for web portal claim appeals).
 - Explanation of reason for claim appeal (via letter, completed claim appeal form or web entry explanation).

Appeals Documentation



Examples of supporting documentation may include, but are not limited to:

- A copy of the Superior EOP (required)
- A letter from the provider stating why they feel the claim payment is incorrect (required)
- A copy of the original claim
- An EOP from another insurance company
- Documentation of eligibility verification such as copy of ID card, Texas Medicaid Benefits Card (TMBC), TMHP documentation, call log, etc
- Overnight or certified mail receipt as proof of timely filing
- Centene EDI acceptance reports showing the claim was accepted by Superior
- Prior authorization number and/or form or fax

PaySpan Health



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- Superior has partnered with PaySpan Health to offer expanded claim payment services:
 - Electronic Claim Payments (EFT)
 - Online remittance advices (Electronic Remittance Advices [ERAs]/EOPs)
 - HIPAA 835 electronic remittance files for download directly to HIPAA-compliant Practice Management or Patient Accounting System
- Register at: www.PaySpanhealth.com.
- For further information:
 - Call PaySpan at 1-877-331-7154.
 - E-mail: ProvidersSupport@Payspanhealth.com.

Member Balance Billing



- Providers may NOT bill STAR+PLUS or STAR+PLUS MMP members directly for covered services.
- Superior reimburses only those services that are medically necessary and a covered benefit.
- Providers may inform members of costs for non-covered services and secure a private pay form prior to rendering.
- Members (including STAR+PLUS MMP members) do not have co-payments.
- Additional details can be found in the Superior Provider Manuals.



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STAR+PLUS Billing Matrix

Effective 12/1/2022

Prior Authorization Updates for December 1, 2022



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- A majority of prior authorizations will not need to be updated, as HCPCS codes were not changed for many services.
- For members who had an authorization spanning the 12/1 effective date of the new crosswalk, a new authorization will be created for dates of service 12/1 and after.
- If a new authorization was required, claims for dates of service 12/1 and on will need to be billed on a separate claim.

LTSS Billing Codes



Adult Foster Care

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|------------------------------|----------------|
| S5140 | U1 | | | | Adult Foster Care -- Level 1 | 1 day = 1 unit |
| S5140 | U2 | | | | Adult Foster Care -- Level 2 | 1 day = 1 unit |
| S5140 | U3 | | | | Adult Foster Care -- Level 3 | 1 day = 1 unit |

LTSS Billing Codes



Habilitation (HAB)

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|---|---------------------|
| T2017 | U5 | U7 | | | CFC Habilitation, Agency model (Non-HCBS) | 15 minutes = 1 unit |
| T2017 | U5 | U7 | UC | | CFC Habilitation, CDS option (Non-HCBS) | 15 minutes = 1 unit |
| T2017 | U5 | U7 | UD | | CFC Habilitation, SRO model (Non-HCBS) | 15 minutes = 1 unit |
| T2017 | U3 | U7 | | | CFC Habilitation, Agency model (HCBS) | 15 minutes = 1 unit |
| T2017 | U3 | U7 | UC | | CFC Habilitation, CDS option (HCBS) | 15 minutes = 1 unit |
| T2017 | U3 | U7 | UD | | CFC Habilitation, SRO model (HCBS) | 15 minutes = 1 unit |

Note: CFC HAB services requires EVV validation and must be billed to TMHP.

LTSS Billing Codes



Day Activities and Health Services (DAHS)

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|-------------------|------------------------|
| S5101 | | | | | DAHS 3 to 6 hours | 3-6 hours = 1 unit |
| S5101 | | | | | DAHS over 6 hours | Over 6 hours = 2 units |

Emergency Response Services*

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|------------------|
| S5161 | U5 | U7 | | | Emergency Response Services (Monthly) (non-STAR+PLUS HCBS) (CFC) | 1 month = 1 unit |
| S5161 | U3 | | | | Emergency Response Services (Monthly) (STAR+PLUS HCBS) | 1 month = 1 unit |
| S5161 | U3 | U7 | | | Emergency Response Services (Monthly) (STAR+PLUS HCBS) (CFC) | 1 month = 1 unit |

*S5160 (Emergency Response Services (Installation and training) was removed effective 12/1/2022)

LTSS Billing Codes



Employment Services

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|-----------------------------------|---------------------|
| H2025 | U3 | | | | Supportive Employment (SPW) | 15 minutes = 1 unit |
| H2025 | U3 | UC | | | Supportive Employment (CDS) (SPW) | 15 minutes = 1 unit |
| H2025 | U3 | UD | | | Supportive Employment (SRO) (SPW) | 15 minutes = 1 unit |
| H2023 | U3 | | | | Employment Assistance (SPW) | 15 minutes = 1 unit |
| H2023 | U3 | UC | | | Employment Assistance (CDS) (SPW) | 15 minutes = 1 unit |
| H2023 | U3 | UD | | | Employment Assistance (SRO) (SPW) | 15 minutes = 1 unit |

LTSS Billing Codes



Financial Management Services

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|---|------------------|
| T2040 | U5 | U9 | | | Financial Management Services Fee, Monthly Fee (non - STAR+PLUS HCBS) | 1 month = 1 unit |
| T2040 | U5 | U9 | U7 | | Financial Management Services Fee, Monthly Fee (non - STAR+PLUS HCBS) (CFC) | 1 month = 1 unit |
| T2040 | U3 | U9 | | | Financial Management Services Fee, Monthly Fee (STAR+PLUS HCBS) | 1 month = 1 unit |
| T2040 | U3 | U9 | U7 | | Financial Management Services Fee, Monthly Fee (STAR+PLUS HCBS) (CFC) | 1 month = 1 unit |

LTSS Billing Codes



Home Delivered Meals

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--------------------------|-----------------|
| S5170 | | | | | SPW Home Delivered Meals | 1 unit = 1 meal |

Minor Home Modifications

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--------------------------|--------------------|
| S5165 | | | | | Minor home modifications | 1 unit per service |

LTSS Billing Codes



Personal Attendant Services (PAS) – Non HCBS

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|-----------------------------------|---------------------|
| S5125 | U5 | | | | PAS Agency Model (Non-HCBS) | 15 minutes = 1 unit |
| S5125 | U5 | U7 | | | PAS Agency Model (Non-HCBS) (CFC) | 15 minutes = 1 unit |
| S5125 | U5 | UC | | | PAS CDS Option (Non-HCBS) | 15 minutes = 1 unit |
| S5125 | U5 | U7 | UC | | PAS CDS Option (Non-HCBS) (CFC) | 15 minutes = 1 unit |
| S5125 | U5 | UD | | | PAS SRO Model (Non-HCBS) | 15 minutes = 1 unit |
| S5125 | U5 | U7 | UD | | PAS SRO Model (Non-HCBS) (CFC) | |

Note: PAS and CFC PAS services require EVV validation and must be billed to TMHP

LTSS Billing Codes



Personal Attendant Services (PAS) – STAR+PLUS HCBS

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|---------------------|
| S5125 | U3 | | | | PAS Agency Model (HCBS) | 15 minutes = 1 unit |
| S5125 | U3 | U7 | | | PAS Agency Model (HCBS) (CFC) | 15 minutes = 1 unit |
| S5125 | U3 | U1 | | | PAS Protected Supervision Agency Model (HCBS) | 15 minutes = 1 unit |
| S5125 | U3 | UC | | | PAS CDS Option (HCBS) | 15 minutes = 1 unit |
| S5125 | U3 | UC | U7 | | PAS CDS Option (HCBS) (CFC) | 15 minutes = 1 unit |

Note: PAS and CFC PAS services require EVV validation and must be billed to TMHP

LTSS Billing Codes



Personal Attendant Services (PAS) – STAR+PLUS HCBS

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|---------------------|
| S5125 | U3 | U1 | UC | | PAS Protective Supervision CDS Option (HCBS) | 15 minutes = 1 unit |
| S5125 | U3 | UD | | | PAS SRO Model (HCBS) | 15 minutes = 1 unit |
| S5125 | U3 | UD | U7 | | PAS SRO Model (HCBS) (CFC) | 15 minutes = 1 unit |
| S5125 | U3 | U1 | UD | | PAS Protective Supervision SRO Model | 15 minutes = 1 unit |

Note: PAS and CFC PAS services require EVV validation and must be billed to TMHP

LTSS Billing Codes



Physical, Occupational, Speech Therapy

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|----------------|
| S9131 | U3 | | | | Physical Therapy; Home per diem Agency model (SPW) | 1 day = 1 unit |
| S9131 | U3 | UC | | | Physical Therapy; Home per diem CDS option (SPW) | 1 day = 1 unit |
| S9131 | U3 | UD | | | Physical Therapy; Home per diem SRO option (SPW) | 1 day = 1 unit |
| S9128 | U3 | | | | Speech Therapy; Home per diem Agency model (SPW) | 1 day = 1 unit |
| S9128 | U3 | UC | | | Speech Therapy; Home per diem CDS option (SPW) | 1 day = 1 unit |
| S9128 | U3 | UD | | | Speech Therapy; Home per diem SRO model (SPW) | 1 day = 1 unit |

LTSS Billing Codes



Physical, Occupational, Speech Therapy

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|----------------|
| S9129 | U3 | | | | Occupational Therapy; Home per diem Agency model (SPW) | 1 day = 1 unit |
| S9129 | U3 | UC | | | Occupational Therapy; Home per diem CDS option (SPW) | 1 day = 1 unit |
| S9129 | U3 | UD | | | Occupational Therapy; Home per diem SRO model (SPW) | 1 day = 1 unit |

LTSS Billing Codes



Assisted Living Apartment – Single Occupancy

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|----------------|
| T2031 | U6 | | | | Level 6: PA1, BA1, PA2, BA2, IA1, & IA2 | 1 day = 1 unit |
| T2031 | U5 | | | | Level 5: PB1, CA1, & PB2 | 1 day = 1 unit |
| T2031 | U4 | | | | Level 4: SSA, PC2, BB2, IB2, & PD1 | 1 day = 1 unit |
| T2031 | U3 | | | | Level 3: CA2, PC1, BB1, & IB1 | 1 day = 1 unit |
| T2031 | U2 | | | | Level 2: RAA, RAB, CB1, RAC, CB2, SE2, PD2, PE1, & SSB | 1 day = 1 unit |
| T2031 | U1 | | | | Level 1: SSC, CC1, RAD, CC2, PE2, SE3, & SE1 | 1 day = 1 unit |

LTSS Billing Codes



Assisted Living Apartment – Double Occupancy

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|----------------|
| T2031 | UB | U6 | | | Level 6: PA1, BA1, PA2, BA2, IA1, & IA2 | 1 day = 1 unit |
| T2031 | UB | U5 | | | Level 5: PB1, CA1, & PB2 | 1 day = 1 unit |
| T2031 | UB | U4 | | | Level 4: SSA, PC2, BB2, IB2, & PD1 | 1 day = 1 unit |
| T2031 | UB | U3 | | | Level 3: CA2, PC1, BB1, & IB1 | 1 day = 1 unit |
| T2031 | UB | U2 | | | Level 2: RAA, RAB, CB1, RAC, CB2, SE2, PD2, PE1, & SSB | 1 day = 1 unit |
| T2031 | UB | U1 | | | Level 1: SSC, CC1, RAD, CC2, PE2, SE3, & SE1 | 1 day = 1 unit |

LTSS Billing Codes



Assisted Living – Non-Apartment

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|----------------|
| T2031 | UA | U6 | | | Level 6: PA1, BA1, PA2, BA2, IA1, & IA2 | 1 day = 1 unit |
| T2031 | UA | U5 | | | Level 5: PB1, CA1, & PB2 | 1 day = 1 unit |
| T2031 | UA | U4 | | | Level 4: SSA, PC2, BB2, IB2, & PD1 | 1 day = 1 unit |
| T2031 | UA | U3 | | | Level 3: CA2, PC1, BB1, & IB1 | 1 day = 1 unit |
| T2031 | UA | U2 | | | Level 2: RAA, RAB, CB1, RAC, CB2, SE2, PD2, PE1, & SSB | 1 day = 1 unit |
| T2031 | UA | U1 | | | Level 1: SSC, CC1, RAD, CC2, PE2, SE3, & SE1 | 1 day = 1 unit |

LTSS Billing Codes



Respite Care – Out of Home

| Code | Rev Code | Modifier 1 | Modifier 2 | Modifier 3 | Description | Units |
|-------|----------|------------|------------|------------|---|----------------|
| S5151 | 663 | UC | | | Respite Care --Nursing Facility | 1 day = 1 unit |
| S5151 | | UD | U1 | | Respite Care -- Adult Foster Care (Level 1) | 1 day = 1 unit |
| S5151 | | UD | U2 | | Respite Care -- Adult Foster Care (Level 2) | 1 day = 1 unit |
| S5151 | | UD | U3 | | Respite Care -- Adult Foster Care (Level 3) | 1 day = 1 unit |

LTSS Billing Codes



Respite Care – Assisted Living Apartment (Single Occupancy)

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|----------------|
| S5151 | U8 | U9 | U6 | | Level 6: PA1, BA1, PA2, BA2, IA1, & IA2 | 1 day = 1 unit |
| S5151 | U8 | U9 | U5 | | Level 5: PB1, CA1, & PB2 | 1 day = 1 unit |
| S5151 | U8 | U9 | U4 | | Level 4: SSA, PC2, BB2, IB2, & PD1 | 1 day = 1 unit |
| S5151 | U8 | U9 | U3 | | Level 3: CA2, PC1, BB1, & IB1 | 1 day = 1 unit |
| S5151 | U8 | U9 | U2 | | Level 2: RAA, RAB, CB1, RAC, CB2, SE2, PD2, PE1, & SSB | 1 day = 1 unit |
| S5151 | U8 | U9 | U1 | | Level 1: SSC, CC1, RAD, CC2, PE2, SE3, & SE1 | 1 day = 1 unit |

LTSS Billing Codes



Respite Care – Assisted Living Apartment (Double Occupancy)

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|----------------|
| S5151 | U8 | UB | U6 | | Level 6: PA1, BA1, PA2, BA2, IA1, & IA2 | 1 day = 1 unit |
| S5151 | U8 | UB | U5 | | Level 5: PB1, CA1, & PB2 | 1 day = 1 unit |
| S5151 | U8 | UB | U4 | | Level 4: SSA, PC2, BB2, IB2, & PD1 | 1 day = 1 unit |
| S5151 | U8 | UB | U3 | | Level 3: CA2, PC1, BB1, & IB1 | 1 day = 1 unit |
| S5151 | U8 | UB | U2 | | Level 2: RAA, RAB, CB1, RAC, CB2, SE2, PD2, PE1, & SSB | 1 day = 1 unit |
| S5151 | U8 | UB | U1 | | Level 1: SSC, CC1, RAD, CC2, PE2, SE3, & SE1 | 1 day = 1 unit |

LTSS Billing Codes



Respite Care – Assisted Living (Non-Apartment)

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|----------------|
| S5151 | U8 | UA | U6 | | Level 6: PA1, BA1, PA2, BA2, IA1, & IA2 | 1 day = 1 unit |
| S5151 | U8 | UA | U5 | | Level 5: PB1, CA1, & PB2 | 1 day = 1 unit |
| S5151 | U8 | UA | U4 | | Level 4: SSA, PC2, BB2, IB2, & PD1 | 1 day = 1 unit |
| S5151 | U8 | UA | U3 | | Level 3: CA2, PC1, BB1, & IB1 | 1 day = 1 unit |
| S5151 | U8 | UA | U2 | | Level 2: RAA, RAB, CB1, RAC, CB2, SE2, PD2, PE1, & SSB | 1 day = 1 unit |
| S5151 | U8 | UA | U1 | | Level 1: SSC, CC1, RAD, CC2, PE2, SE3, & SE1 | 1 day = 1 unit |

LTSS Billing Codes



Respite Care – In-Home

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|---------------------|
| T1005 | U3 | | | | Respite Care -- In-Home, Agency Option | 15 minutes = 1 unit |
| T1005 | U3 | UC | | | Respite Care – In-Home, CDS Option | 15 minutes = 1 unit |
| T1005 | U3 | UD | | | Respite Care – In-Home, SRO Model | 15 minutes = 1 unit |

Note: In-Home Respite requires EVV validation and claims must be billed to TMHP.

LTSS Billing Codes



Skilled Nursing

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|------------------|
| T1001 | | | | | Nursing assessment/evaluation | 1 visit = 1 unit |
| S9123 | U3 | | | | Nursing Services -- RN (1 visit) Nursing Care in the Home by RN, Agency Option (SPW) | 1 hour = 1 unit |
| S9123 | U3 | UA | | | Nursing Services -- RN (1 visit) Nursing Care in the Home by RN, Agency Option (Specialized) (SPW) | 1 hour = 1 unit |
| S9123 | U3 | UC | | | Nursing Services -- RN (1 visit) Nursing Care in the Home by RN, CDS Option (SPW) | 1 hour = 1 unit |
| S9123 | U3 | UC | UA | | Nursing Services -- RN (1 visit) Nursing Care in the Home by RN, CDS Option (Specialized) (SPW) | 1 hour = 1 unit |
| S9123 | U3 | UD | | | Nursing Services -- RN (1 visit) Nursing Care in the Home by RN, SRO Model (SPW) | 1 hour = 1 unit |
| S9123 | U3 | UD | UA | | Nursing Services -- RN (1 visit) Nursing Care in the Home by RN, SRO Model (Specialized) (SPW) | 1 hour = 1 unit |

LTSS Billing Codes



Skilled Nursing

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|---|-----------------|
| S9124 | U3 | | | | Nursing Services – LVN (1 visit) Nursing Care in Home by LVN, Agency Option (SPW) | 1 hour = 1 unit |
| S9124 | U3 | UA | | | Nursing Services – LVN (1 visit) Nursing Care in Home by LVN, Agency Option (Specialized) (SPW) | 1 hour = 1 unit |
| S9124 | U3 | UC | | | Nursing Services – LVN (1 visit) Nursing Care in Home by LVN, CDS Option (SPW) | 1 hour = 1 unit |
| S9124 | U3 | UC | UA | | Nursing Services – LVN (1 visit) Nursing Care in Home by LVN, CDS Option (Specialized) (SPW) | 1 hour = 1 unit |
| S9124 | U3 | UD | | | Nursing Services – LVN (1 visit) Nursing Care in Home by LVN, SRO Model (SPW) | 1 hour = 1 unit |
| S9124 | U3 | UD | UA | | Nursing Services – LVN (1 visit) Nursing Care in Home by LVN, SRO Model (Specialized) (SPW) | 1 hour = 1 unit |

LTSS Billing Codes



Transition Assistance Services

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--------------------------------------|--------------------|
| T2038 | | | | | Transition Assistance Services (SPW) | 1 service = 1 unit |

Non-Emergency Transport

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|---|-----------------|
| T2003 | | | | | Non-Emergency Transport – 1 way trip (non-HCBS) | 1 trip = 1 unit |

LTSS Billing Codes



Cognitive Rehabilitation Therapy

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|---|---------------------|
| 97129 | U3 | | | | Cognitive Rehabilitation Therapy – Initial 15 minutes | 15 minutes = 1 unit |
| 97130 | U3 | | | | Cognitive Rehabilitation Therapy – Each additional 15 minutes | 15 minutes = 1 unit |
| 97129 | U3 | UC | | | Cognitive Rehabilitation Therapy – Initial 15 minutes, CDS Option | 15 minutes = 1 unit |
| 97130 | U3 | UC | | | Cognitive Rehabilitation Therapy – Each additional 15 minutes, CDS Option | 15 minutes = 1 unit |
| 97129 | U3 | UD | | | Cognitive Rehabilitation Therapy – Initial 15 minutes, SRO Model | 15 minutes = 1 unit |
| 97130 | U3 | UD | | | Cognitive Rehabilitation Therapy – Each additional 15 minutes, SRO Model | 15 minutes = 1 unit |

LTSS Billing Codes



Community/Work Reintegration (CRT)

| Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description | Units |
|-------|------------|------------|------------|------------|--|---------------------|
| 97537 | U3 | | | | Community/Work Reintegration | 15 minutes = 1 unit |
| 97537 | U3 | UC | | | Community/Work Reintegration, CDS Option | 15 minutes = 1 unit |
| 97537 | U3 | UD | | | Community/Work Reintegration, SRO Model | 15 minutes = 1 unit |



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Electronic Visit Verification (EVV)

What is Electronic Visit Verification (EVV)?



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- The 21st Century Cures Act Section 12006 is a federal law requiring all states to use EVV for Medicaid personal care services and home health services.
- Service attendants or Consumer Directed Services (CDS) employees providing covered services to an individual or health plan member must use the EVV system to record visit arrival and departure times.
- The program provider, financial management services agency (FMSA), CDS employer will use the time recorded in the EVV system to determine billable units/hours.
- The EVV system:
 - Electronically verifies the occurrence of authorized personal attendant service visits.
 - Electronically documents the precise time a service delivery visit begins and ends.

STAR + PLUS Services Requiring EVV



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- Personal Attendant Services (PAS)
- Personal Care Services (PCS)
- In-home respite services
- Community First Choice (CFC)-PAS and Habilitation (HAB)
- Protective Supervision

EVV Claims



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- Providers, FMSAs, or CDS employers will verify EVV visits using their selected EVV system.
- All EVV claims must match to an accepted EVV visit in the EVV Aggregator (the state's centralized EVV database) in order to receive payment.
- Superior will only pay for verified units of service aligning with EVV data.
- To avoid denials, claims for multiple dates of service should be billed on a separate line for each day with the number of units per day.

EVV Claims



- EVV claims must be billed to Texas Medicaid and Healthcare Partnership (TMHP) and will be subject to the EVV claims matching process.
- The info on EVV claims must match EVV transactions along the following data elements:
 - National Provider Identifier (NPI) or Atypical Provider Identifier (API)
 - Date of Service
 - Medicaid ID
 - HCPCS Codes
 - Modifier(s), if applicable
 - Units(a requirement only for program providers, not CDS)
 - All EVV claims lines billed with mismatches between these data elements EVV will result in denials
 - Providers or FMSAs will be required to resubmit any denials to TMHP.



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Superior's Secure Provider Portal

Submitting Claims

Superior's Website



SuperiorHealthPlan.com

- Contains Provider Directories and online lookup
- Features a map where providers can easily identify the office of the field Account Manager assigned to them.
- Provider training schedule
- Links for additional provider resources

Superior's Secure Provider Portal



Superior is committed to providing all of the tools, resources and support providers need to be ensure business transactions with Superior are as smooth as possible. One of the most valuable tools is Superior's Secure Provider Portal. Once registered, providers gain access to the full site.

Secure Provider Portal:

- Provides up-to-date member eligibility and Service Coordinator assignment
- Secure claim submission portal to submit claims at no cost
- Provides a claim wizard tool that walks through filling in a claim to submit online
- Provides claim status and payment information
- Allows providers to request and check the status of an acute care authorization

Registration



To register, visit: Provider.SuperiorHealthPlan.com.

- A user account is required to access the web portal. If you do not have a user account, click **Create An Account** to complete the registration process.
- Input the information as required and create your password.
- Each user within the provider's office must create their own account

A screenshot of the "Create Your Account" registration form. The form is titled "Create Your Account" and includes the Superior Healthplan logo at the top. Below the title is a sub-header: "Let's get started - creating an account is quick and easy." The form contains several input fields: "Email" (with a cursor), "First Name", "Last Name", "Language Preference" (a dropdown menu currently set to "English"), and "Password" (with an eye icon for visibility). Below the password field, there is a note: "Passwords must be at least 8 characters and include three of the four items below:" followed by a bulleted list: "One uppercase letter", "One lowercase letter", "One number", and "One special character (For example: &, \$, !, *)". At the bottom of the form is a blue button labeled "CREATE ACCOUNT".

Provider Portal: Claims



- Create Claims
 - Professional, Institutional, Corrected and Batch.
- View Payment History
 - Displays check date, check number and payment amount for a specific timeframe (data available online is limited to 18 months).
- Claim Auditing Tool
 - Prospectively access the appropriate coding and supporting clinical edit clarifications for services before claims are submitted.
 - Proactively determine the appropriate code/code combination representing the service for accurate billing purposes.
 - Retrospectively access the clinical edit clarifications on a denied claim for billed services after an EOP has been received.

Provider Portal: Additional Information



- Resources
 - Practice guidelines and standards
 - Training and education
- Contact Us (Web Applications Support Desk)
 - Phone: 1-866-895-8443
 - Email: TX.WebApplications@SuperiorHealthPlan.com



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Superior HealthPlan Departments

We're here to help you!

Account Management



- Field staff are here to assist you with:
 - Face-to-face orientations
 - Face-to-face Secure Provider Portal training
 - Office visits to review ongoing claim trends
 - Provider trainings
- For any questions, or to schedule a training, you may contact our LTSS Account Management team at: 1-866-529-0294 or AM.LTSS@superiorhealthplan.com

Provider Training



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- Superior offers targeted billing presentations depending on the type of services you provide and bill for, such as:
 - Electronic Visit Verification (EVV), General Billing Clinics and product-specific training on STAR+PLUS, STAR+PLUS MMP and STAR/CHIP.
- You can find the schedule for all of the training presentations on Superior's website at [SuperiorHealthPlan.com/ProviderCalendar](https://www.SuperiorHealthPlan.com/ProviderCalendar)

Provider Services



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- The Provider Services staff can help you with:
 - Questions on claim status and payments.
 - Assisting with claims appeals and corrections.
 - Finding Superior Network Providers.
 - Locating your Service Coordinator and Account Manager.
- For claims-related questions, be sure to have your claim number, TIN and other pertinent information available as HIPAA validation will occur.
- You can contact Provider Services at 1-877-391-5921, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

Member Services



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- The Member Services staff can help you with:
 - Verifying eligibility.
 - Reviewing member benefits.
 - Assist with non-compliant members.
 - Help find additional local community resources.
- You can contact Member Services at 1-877-277-9772, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

Compliance



- Health Insurance Portability Accountability Act (HIPAA) of 1996
 - Providers and contractors are required to comply with HIPAA guidelines <http://www.hhs.gov/ocr/privacy>.
- Fraud, Waste and Abuse (Claims/Eligibility)
 - Providers and contractors are all required to comply with State and Federal provisions that are set forth.
 - To report fraud, waste and abuse, call the numbers listed below:
 - Texas Office of Inspector General (TX-OIG) Fraud Hotline: 1-800-436-6184
 - Texas Attorney General Medicaid Fraud Control Hotline: 1-800-252-8011
 - Superior HealthPlan Fraud Hotline: 1-866-685-8664
- For any compliance questions, you may also reach out to Provider Services at 1-877-391-5921.

Complaints



- A complaint is an expression of dissatisfaction, orally or in writing, about any matter related to Superior, other than an action/adverse determination. Superior offers a number of ways to file a complaint, as listed below:
- Address:
 - Superior HealthPlan
 - 5900 E. Ben White Blvd.
 - Austin, Texas 78741
 - ATTN: Complaint Department
- Fax number: 1-866-683-5369
- Website Links:
 - Submit Online: [Complaint Form Information | Superior HealthPlan](#)
 - Form: [SHP_20218268A-Provider-Complaint-Form-P-10122021.pdf](#)
- For assistance filing a complaint or to check on the status of a provider complain, providers may email TexasProviderComplaints@centene.com



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Questions and Answers
