

Behavioral Health Provider

Quick Reference Guide



General Information

<p>Website Utilize the Superior HealthPlan website to find:</p> <ul style="list-style-type: none"> • Provider Training. • Provider manuals. • Forms. • Preferred drug lists. • Provider news. • Network requests or updates. • Fraud, waste, and abuse reporting. • Contact information (inquiries and complaints). 	<p>Superior HealthPlan Websites</p> <p>Superior HealthPlan: SuperiorHealthPlan.com</p> <p>STAR Health: FosterCareTX.com</p> <p>Ambetter from Superior HealthPlan: Ambetter.SuperiorHealthPlan.com</p> <p>Wellcare By Allwell: Wellcare.SuperiorHealthPlan.com</p>	
<p>Secure Provider Portal 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>Secure Provider Portal Provider.SuperiorHealthPlan.com</p>	
<p>Account Management Account Managers provide training, education, assist with questions or help troubleshoot complex issues. Account Managers work to make doing business with Superior easy. Superior’s Behavioral Health Providers can reach out to AM.BH@SuperiorHealthPlan.com.</p>		
<p>Trainings: Behavioral Health Clinical Trainings www.superiorhealthplan.com/providers/training-manuals/behavioral-health-clinical-trainings.html Provider Training Calendar: SuperiorHealthPlan.com/ProviderCalendar Accredited Continuing Education: www.centeneinstitute.com/</p>		
<p>Provider Services Please contact Provider Services for information and questions on benefits, claims authorizations and claims inquiries. To expedite your call, please have the following: Tax Identification number, NPI, member ID, DOB, billed amount, and date of service available.</p>	<p>STAR, CHIP, STAR+PLUS, STAR Kids, STAR+PLUS MMP, Wellcare By 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>Member Services Members can contact Member Services for help with:</p> <ul style="list-style-type: none"> • Request Member ID Cards. • Update Primary Care Physician on file. • Update personal information. • Assistance with locating a network provider. 	<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>Wellcare By Allwell HMO</p>	<p>1-800-977-7522</p>

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<ul style="list-style-type: none"> • Transportation assistance. • General inquiries and complaints. • Abuse, neglect and exploitation reporting. • Behavioral health crisis hotline. 	Wellcare By Allwell DSNP	1-877-935-8023
	Ambetter	1-877-687-1196
	Relay Texas (TTY)	1-800-735-2989
<p>Provider Complaints Provider complaints may be submitted through the Superior website, by mail or fax.</p>	<p>Complaints (By Web) SuperiorHealthPlan.com/ComplaintProcedures</p> <p>Complaints (By Mail) Superior HealthPlan Provider Complaints 5900 E. Ben White Blvd. Austin, Texas 78741</p> <p>Complaints (By Fax) 1-866-683-5369</p>	
<p>Discharge Planning for Substance Use Disorder and Behavioral Health Inpatient Admissions Providers are required to schedule a follow up appointment with in 7 and 30 Calendar Days after a member has been discharged from an Inpatient Psychiatric Facility. Members should be scheduled with their current OP provider.</p> <p>If a member has not been working with an OP provider, please schedule an appointment with one of the following:</p>	<p>Superior HealthPlan Care Manager or Discharge Planner</p> <ul style="list-style-type: none"> • Contact Member Services at the numbers listed above <p>Teladoc</p> <ul style="list-style-type: none"> • 24-hour access to in-network providers for non-emergency health issues • For members 18 years of age or older • Online: member.teladoc.com/superior-healthplan • Phone: 1-800-835-2362 	

Claims Submission and Claims Payment

Paper claims should be mailed to:

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

Ambetter Health
 Attn: Claims
 PO Box 5010
 Farmington, MO 63640-5010

Wellcare By Allwell
 Attn: Claims
 PO BOX 3060
 Farmington, MO 63640-3822

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
 - Availity Clearinghouse: Medicaid/CHIP Payer ID: 68068
 - Ambetter, Wellcare By Allwell and STAR+PLUS MMP Payer ID: 68069
- Phone: [1-877-344-8446](tel:1-877-344-8446)
- Website: Availity.com
- Texas Medicaid and Healthcare Partnership (TMHP) Portal: secure.tmhp.com/TexMedConnect

Must be received by Superior within 95 Calendar Days from the date of service or date of discharge

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Claim Appeals and Corrections can be submitted on paper or electronically.

Paper appeals or corrected claims corrections should be mailed to:

Superior HealthPlan:

Attn: Behavioral Health Appeals

P.O. Box 6000

Farmington, MO 63640-3809

Ambetter:

Attn: Claims

P.O. Box 5010

Farmington, MO 63640-5010

Wellcare By Allwell:

Attn: Corrected Claims

or

Attn: Request for Reconsideration

P.O. Box 3060

Farmington, MO 63640-4400

Electronic claim appeals can be submitted through Superior's Secure Provider Portal: Provider.SuperiorHealthPlan.com

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

Claim Payment

- Providers can receive paper or electronic payments and remittance through PaySpan (recently acquired by Zelis).
- Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) is a free service for providers.
- To register for this service, call [1-855-496-1571](tel:1-855-496-1571) or visit zelis.com.

Claim Status

- Claim status can be obtained through the Secure Provider Portal at 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: TX.WebApplications@SuperiorHealthPlan.com
Health Passport Help Desk (for STAR Health)	Phone: 1-866-714-7996 Email: TX.PassportAdministration@SuperiorHealthPlan.com

Provider Contracting

Providers can contact Superior for contracting opportunities by:

- Completing the Network Participation Request by visiting SuperiorHealthPlan.com/JoinOurNetwork.
- Sending an email to SHP.NetworkDevelopment@SuperiorHealthPlan.com.

Provider Credentialing

Email: Credentialing@SuperiorHealthPlan.com

Fax: 1-866-702-4831

Mail: Credentialing Department, Superior HealthPlan, 5900 E. Ben White Blvd., Austin, TX 78741

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Covered Behavioral Health Services	Prior Authorization Requirement	Associated Fax Forms*
Psychological Testing and Neuropsychological Testing	Required (STAR, STAR Health, STAR Kids, STAR+PLUS, CHIP exemption: No prior auth required for participating providers for the first 8 combined hours per person per calendar year for codes 96130-96133 and 96136-96137 when billed with behavioral health diagnoses. For all other diagnosis types and/or requests beyond 8 hours, preauthorization is required)	Outpatient Authorization Form
Inpatient Admissions (including Detox)	Required	Inpatient Request Form
Outpatient Detox	Required	Outpatient Authorization Form
Transcranial Magnetic Stimulation (Ambetter & Wellcare By Allwell only)	Required	Outpatient Authorization Form
Applied Behavior Analysis (Ambetter only)	Required	Outpatient Authorization Form
Electroconvulsive Therapy (ECT) - Inpatient/Outpatient	Required	Inpatient Request or Outpatient Authorization Form as appropriate
Outpatient facility services (PHP/IOP/Day Treatment)	Required	Outpatient Authorization Form
Residential Treatment	Required	Outpatient Authorization Form
Crisis Stabilization Services (Ambetter Only)	Required after 3 hours or if per diem	Inpatient Request Form
All Non-Participating Providers	Required	Inpatient Request or Outpatient Authorization Form as appropriate

* For Authorizations forms please visit SuperiorHealthPlan.com/ProviderForms.
For service specific checklists please visit SuperiorHealthPlan.com/ProviderTrainings.