

Local Mental Health Authority (LMHA) Quick Reference Guide



General Information		
<p>Website Utilize the Superior website to find:</p> <ul style="list-style-type: none"> • Training and manuals • Preferred drug lists • Provider news • Network requests or updates • Fraud, waste, and abuse reporting • Contact information (inquiries and complaints) • Your dedicated Account Manager 	<p>To find resources on Superior's website, visit: SuperiorHealthPlan.com</p>	
<p>Secure Provider Portal Please visit the Secure Provider Portal 24/7 for resources on electronic claim submission, claim appeals, claim status checks and member eligibility verification.</p>	<p>To access Superior's Secure Provider Portal, visit: Provider.SuperiorHealthPlan.com</p>	
<p>Health Passport Health Passport collects key member health information and stores it in a secure web application. Medical Consenters, health care providers, Department of Family and Protective Services (DFPS) caseworkers and STAR Health staff may have access to the information.</p>	<p>To learn more about Health Passport or how to access it, visit: FosterCareTX.com/for-providers/health-passport.html</p>	
<p>Account Management Behavioral health providers can contact the Superior Behavioral Health Account Management team, who provides training, education and can assist with complex issues. Providers must include their Tax ID, NPI, contact information and a summary of their issue when emailing Account Management at: AM.BH@SuperiorHealthPlan.com.</p>		
<p>Provider Services Please contact Provider Services for questions on claims status, member eligibility, and claims adjustment requests.</p>	<p>Medicaid (STAR, STAR Kids, STAR+PLUS), CHIP, Medicare-Medicaid Plan (MMP), Wellcare By Allwell (HMO and HMO DSNP)</p>	<p>1-877-391-5921</p>
	<p>STAR Health</p>	<p>1-877-391-5921</p>
	<p>Ambetter from Superior HealthPlan</p>	<p>1-877-687-1196</p>
<p>Provider Complaints Provider complaints may be submitted through the Superior website, by mail or fax.</p>	<p>Complaints (online): SuperiorHealthPlan.com/ComplaintForm</p> <p>Complaints (mail): Superior HealthPlan , ATTN: Provider Complaints 5900 E. Ben White Blvd., Austin, Texas 78741</p> <p>Complaints (fax): 1-866-683-5369</p>	
Prior Authorization		
<p>Superior is responsible for ensuring the medical necessity and appropriateness of all health-care services for enrolled members. Clinical review and prior authorization approval may be required for some services and must be obtained before the service is delivered. For additional information, visit: SuperiorHealthPlan.com/ProviderBehavioralHealth.</p>		
<p>Prior Authorization Tool: To see which services require prior authorization, visit the product specific Prior Authorization Tools at: SuperiorHealthPlan.com/PriorAuth</p>		
<p>Applied Behavior Analysis (ABA) Services: For members 21 years of age or younger with Autism Spectrum Disorder. Contact Magellan at 1-800-424-4812 (phone) or 1-888-656- 0368 (fax).</p> <ul style="list-style-type: none"> • Find resources for ABA through Magellan in the Prior Authorization Resources section at: SuperiorHealthPlan.com/PriorAuth. 		

Behavioral Health Resources: Prior authorizations for all other Behavioral Health Services can be submitted through:

- Superior's Secure Provider Portal: Provider.SuperiorHealthPlan.com
- Phone or Fax:

Program	Authorization Phone	Authorization Fax
Medicaid (STAR, STAR+PLUS, STAR Kids, STAR Health) and CHIP	1-844-744-5315	1-866-570-7517
Ambetter from Superior HealthPlan	1-844-259-3934	1-844-307-4442
Wellcare By Allwell	1-877-391-5921	1-855-772-7079

LMHA Roster Submission Process

LMHA providers are eligible to submit a roster of their credentialed practitioners to Superior anytime they need to add or delete a provider that has a behavioral health taxonomy.

Roster requests can be emailed directly to: LMHA.load@SuperiorHealthPlan.com

To avoid delay providers can confirm behavioral health taxonomy on the CMS National Plan and Provider Enumeration System (NPPES) NPI Registry.

Find the NPPES NPI Registry at: <https://npiregistry.cms.hhs.gov/registry/>

Central Registry Check Request for Abuse/Neglect (PDF) - Form 1600 (for Foster Care providers)

This form is used to grant authorized representatives of Superior HealthPlan permission to request a DFPS Central Registry check on your behalf. To access the **form**, please visit the Credentialing section at SuperiorHealthPlan.com/ProviderForms

Provider types requiring a Form 1600:

- Behavioral Analysts (BCBA)
- Counselors (LPC, LCDC, etc.)
- Psychologists (PhD, PsyD, etc.)
- Social Workers (BSW, MSW, LCSW, etc.)
- Therapists (LMFT)

Provider types NOT requiring a Form 1600:

- MD's and DO's:
- Psychiatry and Neurology Addiction Psychiatry
- Psychiatry and Neurology Child and Adolescent
- Psychiatry and Neurology Child and Adolescent Psychiatry
- Psychiatry and Neurology Psychiatry
- Nurse Practitioners Psych/Mental Health

Adding Medical Providers to your Contract

Medical Providers must be added to your agreement and credentialed through Superior. Start the process by completing the form at the following link: [Add a Provider | Texas Medicaid | Superior HealthPlan](#)

To see if your Medical providers qualify for expedited credentialing please review the **Expedited Credentialing** link, under the Process Improvement Resources section, at SuperiorHealthPlan.com/ProviderResources

Certifications

Mental Health Rehabilitation & Mental Health Targeted Case Management (MHR/TCM) Services

- Required annual MHR/TCM Provider Attestation
 - LMHAs and MHR/TCM providers must submit an annual attestation via email to: ProviderCertifications@SuperiorHealthPlan.com.
 - Providers can access the Mental Health Rehabilitation and Targeted Case Management Annual Attestation (MHR/TCM) form, under the Credentialing section, at SuperiorHealthPlan.com/ProviderForms.
 - Timely submission of this annual attestation is a pre-requisite for delivery and reimbursement of MHR/TCM services.

Texas Child and Adolescent Needs and Strengths (CANS) 2.0 Welfare Assessment:

- Upon entering the care of the DFPS, all foster care children and youth 3-17 years of age, need a CANS 2.0 Assessment, per state requirements.
- To learn more, please review the *Become a Texas CANS 2.0-Certified Provider* link, at www.fostercaretx.com/providers/resources.html

Trainings & Resources

Providers can register for **Behavioral Health Clinical Trainings** under the Training section, at: <https://www.superiorhealthplan.com/providers/training-manuals/behavioral-health-clinical-trainings.html>

Providers can register for **Provider Trainings** offered by the Account Management Team, and partners: www.SuperiorHealthPlan.com/ProviderCalendar

Providers can access the **Behavioral Health Resources & Toolkit** under the Training section, at: SuperiorHealthPlan.com/ProviderBehavioralHealth