



MEMORANDUM

TO: Therapy Providers
FROM: El Paso Health
DATE: July 19, 2018
RE: Therapy Services Monitoring

HHSC Quality and Improvement Services for STAR and CHIP have required all MCOs to obtain accurate and comprehensive information regarding therapy services provided to members.

Therapy providers **must** report to El Paso Health Provider Relations Department when a therapy provider is experiencing one or all of the following occurrences when treating an El Paso Health member:

- Cannot treat the patient at the frequency assessed
- Cannot provide appropriate services for the patient needs
- Not accepting new patients
- Maintaining a “wait list” for evaluation of services

If you have any questions regarding this notification please contact our Provider Relations Team Monday – Friday 8am-5pm 915-532-3778 x1507. We appreciate your collaborative efforts in working with us and our members.