

MEMORANDUM



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

☒ STAR ☒ CHIP ☒ STAR+PLUS

TO: Valued Providers
FROM: El Paso Health
DATE: 11/26/2025
RE:

Discontinuation of the *Health X Fax System* Effective 12/31/2025

El Paso Health will be discontinuing the *Health X Fax System*, an automated fax system that has been used to provide status inquiries for member eligibility, claims and pre-authorizations status. Providers would receive a confirmation provided by fax or voice play back.

Important Update:

Effective **December 31, 2025**, the Health X Fax System will no longer be available.



HealthX Fax System is an automated fax system created to assist you on a timely manner whenever you cannot access a live person. This system will provide you **status** on:

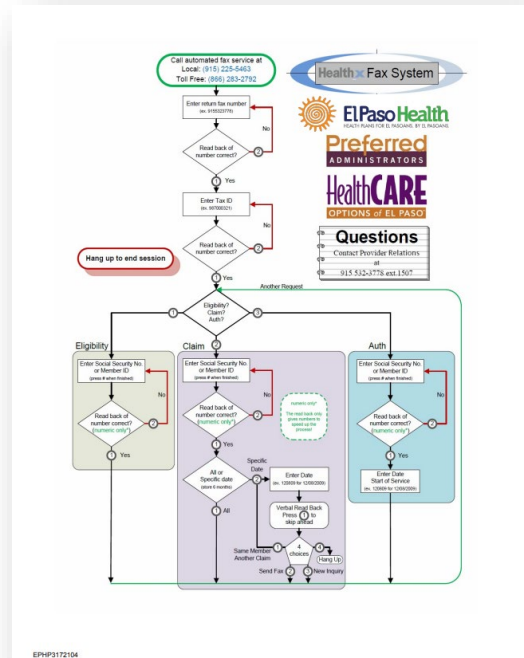
- Member eligibility
- Claims (6 months history per member)
- Pre-authorizations (not to be confused with the submission of pre-authorizations with the appropriate form via fax as you normally due)

All you need to do is dial 915-225-5463 or toll free (866) 283-2792 and follow the instructions that the automated system will request from you.

Please look at the flow chart enclosed so you know what steps to follow. As long as you do not hang up, you can check status on as many members as you want. You should receive a fax within minutes or a voice play back message if that is what you prefer.

If you have any questions on the HealthX Fax System please contact the Provider Relations Department at 915-532-3778. Thank you!

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We understand that this may affect your current process, but we want to assure you that El Paso Health continues to provide other reliable resources for verifying member eligibility, claims, and pre-authorization status, including:

 El Paso Health [Provider Web Portal](#)

1. Visit our website at www.elpasohealth.com.
2. Click on the “Provider Login” button located at the top right corner.
3. If you don’t have a login account yet, follow the prompts to sign up.

 Telephonic Support:

- STAR & CHIP: 1-877-532-3778
- STAR+PLUS: 1-833-742-3127
- DSNP: 1-833-742-3125
- MAPD: 1-833-742-2121

We encourage you to utilize these resources to manage inquiries going forward.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com.