



## El Paso Health – Provider Orientation Summary

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El Paso Health is a local, community-based Managed Care Organization (MCO) serving Medicaid and CHIP members in El Paso County. Our goal is to support providers like you in delivering accessible, culturally sensitive, and high-quality care to vulnerable populations. We administer STAR (Medicaid for children, pregnant women, and low-income families), CHIP (for uninsured children), and STAR+PLUS (for adults with disabilities and long-term care needs). Each program includes built-in support such as Service Coordination, Case Management, and value-added services to improve patient engagement and outcomes.

## Provider Responsibilities & Access Standards

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As an El Paso Health provider, your role goes beyond medical treatment—you are the first point of contact for care coordination, education, and prevention. Providers must comply with state-mandated access standards, including availability for urgent and routine appointments within required time-frames. Culturally and linguistically appropriate services must be offered, and practices are expected to maintain ADA accessibility where applicable. Interpreter services are available to support communication with non-English-speaking members.

## Register For Email Blast

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We encourage you to register to receive email notifications using a general or shared office email address, rather than an individual staff email. This helps ensure your office continues to receive important updates during staff turnover or role changes.

As fax communication continues to phase out, email provides a faster and more reliable way to communicate and stay informed about El Paso Health updates, medical record requests, provider events, and important announcements.

Email notifications also support Provider Satisfaction Surveys, allowing you to share feedback and let us know how we can better support your practice.

<http://elpasohealth.com/providers/provider-newsletter.html>

## Claims

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Claims may be submitted electronically through clearinghouses or via paper when necessary. Medicaid and CHIP claims must be filed within the state-defined timely filing limits. Providers should include correct billing codes, modifiers, taxonomy, and required documentation to prevent denials. Claims status inquiries may be completed through the provider portal or via phone. Coordination of Benefits and Third-Party Liability rules apply when members have primary insurance.

## Community Connection Unit

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The Community Connection Unit at El Paso ensures that every individual has a fair opportunity to achieve optimal health. This unit is dedicated to identifying and addressing barriers related to Non-Medical Drivers of Health (NMDOH)—such as housing instability, food insecurity, transportation challenges, financial stress, and other social determinants that affect health outcomes.

Healthcare providers are encouraged to inquire about members' social circumstances, offer guidance, document identified needs, and submit appropriate ICD-10 Z-codes in accordance with [El Paso Health's Clinical Practice Guideline](#). When additional support is needed, a referral can be made to the Community Connection Unit, which connects individuals to vital community resources and services aimed at improving their overall well-being.

*Community Connection Unit Contact:* [CommunityConnectionUnit@elpasohealth.com](mailto:CommunityConnectionUnit@elpasohealth.com)

## Complaints & Appeals

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If a claim is denied or a service is reduced, providers may file an appeal with supporting documentation. Peer-to-peer case review is available to resolve clinical disputes with medical directors before a formal appeal. Providers and members may also submit complaints regarding service issues, quality of care concerns, or administrative processes. El Paso Health investigates and responds within regulatory timelines.

*Complaints & Appeals Contact:* [Complaints&AppealsTeam@elpasohealth.com](mailto:Complaints&AppealsTeam@elpasohealth.com)

## Compliance

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The Special Investigations Unit (SIU) monitors potential fraud, waste, and abuse. Providers must submit accurate claims and maintain appropriate medical documentation. Suspected irregularities must be reported confidentially.

*SIU Contact:* [SIU@elpasohealth.com](mailto:SIU@elpasohealth.com)

## Contracting & Credentialing

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All providers must undergo credentialing prior to network participation. El Paso Health follows NCQA-compliant credentialing procedures, verifying licensure, education, training, malpractice history, and sanctions. Recredentialing occurs every three years to ensure continued compliance. Providers will receive notice when documentation is due. Any changes in practice demographics, licensure, or ownership must be reported promptly to ensure accuracy in member directories.

*Contracting & Credentialing Contact:* [Contracting\\_Dept@elpasohealth.com](mailto:Contracting_Dept@elpasohealth.com)

## Member Services

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Members have access to 24-hour hotlines for medical and behavioral health assistance. Non-Emergency Medical Transportation (NEMT) is available for eligible Medicaid members requiring transportation to appointments. Service Coordination teams assist STAR+PLUS and high-risk members with complex health needs, providing care planning, referrals, and education. Members also receive value-added services such as health education, incentives for preventive care, and access to nurse advice lines.

## Provider Relations

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El Paso Health is committed to maintaining strong partnerships with its network providers. Provider Relations representatives offer onboarding, orientation, education, and ongoing support for operational or billing questions. Providers are encouraged to reach out for announcements, training requests, or portal assistance.

*Provider Relations Contact: (915) 532-3778; [ProviderServicesDG@elpasohealth.com](mailto:ProviderServicesDG@elpasohealth.com)*

## Quality Improvement

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El Paso Health actively monitors provider performance through Quality Improvement Programs such as HEDIS (Healthcare Effectiveness Data and Information Set), CAHPS (Consumer Assessment of Healthcare Providers and Systems), and appointment accessibility audits. Providers are encouraged to use preventive care reminders, follow-up protocols, and chronic disease management workflows to improve outcomes. High-performing providers may be recognized through performance incentives.

## El Paso Health Resources

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[Case Management Program](#)

[Clinical Practice Guideline \(List of Z-codes\)](#)

[Credentialing Application for Organization](#)

[Credentialing Packet Forms](#)

[Demographic form](#)

[El Paso Health Website](#)

[Electronic Funds Transfer \(EFT\) Form](#)

[ERA 835 Request Form](#)

[HEDIS Medical Record Documentation Tips](#)

[Navitus](#)

[PCP Change Form](#)

[Pharmacy Provider Procedure Manual](#)

[Prior Authorization Tool](#)

[Provider E-Newsletter](#)

[Provider Enrollment and Management System \(PEMS\) | TMHP](#)

[Provider Manual](#)

[Provider Materials](#)

[Quality Improvement Program](#)

[STAR, CHIP, STAR+PLUS Provider Manual](#)

[STAR+PLUS Service Coordination](#)

[TexMedConnect User Guide](#)

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