



Member Services *For questions or need help, please call our Member Services Department*

STAR, CHIP and CHIP Perinate

Phone Number: 915-532-3778
Toll-Free Number: 1-877-532-3778

STAR+PLUS

Phone Number: 1-833-742-3127 TTY: 711

Hours of Operation:

Monday thru Friday: 8 A.M. to 5 P.M. (MST)

General Correspondence:

P.O. Box 971100 El Paso, TX 79997-1100

Maximus (Change Plan):

Phone Number: 1-800-964-2777

Contracting and Credentialing

- How to join the network
- Contract Clarifications
- Credentialing/Contracting Status

Email: Contracting_dept@elpasohealth.com

Web: <https://www.elpasohealth.com/providers/contracting-and-credentialing.html>

Provider Services

- Changes in address locations
- Name Changes
- Billing Company changes

Email: ProviderServicesDG@elpasohealth.com

Provider Online Portal

- View patient's eligibility status and benefit information
- Verify patient claims
- Download reports
- Request prior authorizations
- Service Coordination (STAR+PLUS)

Web: [Provider Portal \(healthx.com\)](http://Provider Portal (healthx.com))

Health Services / Authorizations

Prior Authorization Requests:

Fax Request Form:

Texas Standard Prior Authorization Request Form for Health Care Service

Behavioral Services Fax Form:

Behavioral Health Prior Authorization Form

***The Fax Server is in operation twenty-four (24) hours a day, seven (7) days a week.**

1. Electronic Requests (Web Portal)

2. Fax:

- Outpatient and/or Elective or Scheduled Procedures:
Fax No: 915-298-7866 Toll Free: 844-298-7866
- Inpatient Notifications:
Fax No: 915-298-5278 Toll Free: 844-200-5278
- Long-term Services and Supports (LTSS): Fax No: 915-225-3541

3. Telephonic Requests:

- STAR/CHIP/CHIP Perinate:
Phone: 915-532-3778 Toll Free: 877-532-3778
- STAR+PLUS
Toll Free: 833-742-3127

Health Services - Additional Resources

Web: <https://www.elpasohealth.com/providers/prior-authorization.html>

Authorization Tool: <https://www.elpasohealth.com/providers/prior-authorization-tool.html>

STAR/CHIP/CHIP Perinate/STAR+PLUS PA Requirements Catalog:

https://www.elpasohealth.com/pdf/EPH_PriorAuthorizationRequirementsCatalog_20220920.pdf

FIRST CALL Nurse Line

Nurse Line staffed by nurses, pharmacists, and a Medical Director on call.

- Receive immediate information to take care of your medical or health concerns.
 - Available 24 hours a day, 7 days a week
- Toll-free Number: 1-844-549-2826 (TTY 711)

Behavioral Health Services

If you need help accessing these services or have an emergency/crisis, please call our 24-hour, 7 days a week, crisis hot-line or call 911.

Suicide and Crisis Lifeline: 988

Crisis Hotline:

- STAR: 1-877-377-6147 • CHIP: 1-877-377-6184
- STAR+PLUS: 1-877-377-2950 (TTY: 711)

Electronic Claim Submission

Payer ID:

Premier STAR: EPF02 STAR+PLUS: EPF02 CHIP: EPF03

Web: <https://www.availity.com/>

Paper and Corrected Claims

Paper and Corrected Claims

Mail to: El Paso Health - Claims

P.O. Box 971370 El Paso, TX 79997-1370



Provider Complaints and Appeals	EVV
<p>Request for reconsideration of a previously dispositioned claim.</p> <ul style="list-style-type: none"> • Complete Denial of a Claim • Partial Denial of a Claim • Retro Eligibility Recoupment <p>Telephonic:</p> <p>• <u>STAR/CHIP/CHIP Perinate:</u> Phone: 915-532-3778 Toll-free: 1-877-532-3778</p> <p>• <u>STAR+PLUS:</u> Toll-free: 1-833-742-3127</p> <p>Webportal - Secure FTP Site: https://ws2.elpasohealth.com:60243/companapp/</p> <p>Fax No: 915-298-7872</p> <p>Mail: El Paso Health Attn: Complaints & Appeals Department 1145 Westmoreland Drive El Paso, TX 79925</p>	<p>Electronic Visit Verification (EVV) is a computer-based system that electronically verifies the occurrence of authorized personal attendant service visits by electronically documenting the:</p> <ul style="list-style-type: none"> • Member receiving services • Attendant providing services • Location of service delivery • Date of service delivery • Time the attendant begins and ends service delivery <p>For additional resources on EVV please visit our website: https://elpasohealth.com/providers/evv.html</p> <p>For Questions: Email: EPH_EVV@elpasohealth.com</p>

STAR+PLUS Service Coordination

STAR+PLUS Service Coordination Toll-free Number: 1-833-742-3127 (Option 2)

Nursing Facilities (STAR+PLUS only)

Add-on Services:

• Emergency dental services	• Augmentative communication devices	• Tracheostomy Care
• Physician-ordered rehabilitative services (PT/OT/ST)	• Customized power wheelchairs	Phone: 1-833-742-3127
	• Ventilator Care	Email: EPH_NF@elpasohealth.com

Dental Services	Vision Services
<p><u>STAR/CHIP:</u></p> <ul style="list-style-type: none"> • DentaQuest Phone: 1-800-516-0165 • MCNA Dental Phone: 1-800-494-6262 <p><u>STAR+PLUS:</u></p> <ul style="list-style-type: none"> • Liberty Dental Phone: 1-866-975-2435 (Option 1) 	<p><u>STAR/CHIP:</u></p> <ul style="list-style-type: none"> • Eye Care Services Phone: 1-833-742-3127 • Envolve Benefit Options Phone: 1-877-832-4118 <p><u>STAR+PLUS:</u></p> <ul style="list-style-type: none"> • Phone: 1-888-310-8037

Non-Emergent Medical Transportation (NEMT) Pharmacy

<p>Access2Care</p> <ul style="list-style-type: none"> • Public Transportation • A taxi or van service <p>Phone Number: 1-855-584-3530 (STAR+PLUS) Phone Number: 1-844-572-8196 (STAR/CHIP) Hours of Operation 24 hours a day, 7 days a week, 365 days a year</p>	<p>Navitus</p> <ul style="list-style-type: none"> • Prior Authorizations • Mail Order/Specialty Pharmacy services • Point of Sale (POS) Claims processing <p>Navitus Provider Hotline: 1-877-908-6023 Web: www.navitus.com Pharmacy (Member Only) Phone: 1-833-742-3127 (Option 2)</p>
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Waste Fraud and Abuse Abuse Neglect and Exploitation

<p>How to report Waste Fraud and Abuse?</p> <p>EPH Toll-free Hotline:</p> <ul style="list-style-type: none"> • Phone: 1-866-356-8395 <p>The State of Texas Office of Inspector General:</p> <ul style="list-style-type: none"> • Phone: 800-436-6184 • Web: https://oig.hhs.texas.gov/report-fraud-waste-or-abuse <p>Texas Office of the Attorney General's Medicaid Fraud Control Unit</p> <ul style="list-style-type: none"> • Phone: (512) 371-4700 • Email: mfcu@oag.texas.gov 	<p>Report Abuse Neglect and Exploitation</p> <p>Providers:</p> <ul style="list-style-type: none"> • Phone: 1-833-742-3127 • Website: https://elpasohealth.com/members/abuse-neglect-and-exploitation.html <p>Members: Texas Department of Family and Protective Services (DFPS)</p> <ul style="list-style-type: none"> • Phone: 1-800-252-5400
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