

## Harris County Medical Society Medicaid/CHIP Plan Contact Grid

	TMHP	Amerigroup Texas	Community Health Choice	UnitedHealthcare Community Plan of Texas	Molina Healthcare	Texas Children's Health Plan
	Traditional Medicaid	STAR, STAR+, STAR Kids, CHIP, CHIP Perinate, MEDICARE, MEDICARE SPECIALTY, MMP	STAR, CHIP	CHIP, CHIP Perinate, STAR, STAR+PLUS, Medicare Special Needs Plan, Medicare-Medicaid Program	STAR+, CHIP	STAR, CHIP, STAR Kids
<b>Updated :</b>	3/26/2018	3/26/2018	6/7/2018	3/27/2018	3/26/2018	3/21/2018
<b>Eligibility and Benefits</b>	www.TMHP.com or 1-800-925-9126 option 1	<b>Provider Site:</b> <a href="https://providers.amerigroup.com/pages/tx-2012.aspx">https://providers.amerigroup.com/pages/tx-2012.aspx</a> or call 1.800.454.3730  <b>Member Site:</b> <a href="https://www.myamerigroup.com/tx/pages/welcome.aspx">https://www.myamerigroup.com/tx/pages/welcome.aspx</a> or call 1.800.600.4441	<a href="https://www.communityhealthchoice.org/">https://www.communityhealthchoice.org/</a>  Local: 713.295.2294 or Toll-free: 1.888.760.2600	Go to Link at <a href="https://www.uhcommunityplan.com/health-professionals/tx.html">https://www.uhcommunityplan.com/health-professionals/tx.html</a> Or Call 1-888-887-9003	<a href="https://provider.molinahealthcare.com/">https://provider.molinahealthcare.com/</a>  <b>Provider Services:</b> 1-866-449-6849 (option 1, option 1)	832-828-1004, Option 1  <b>Provider TouCHPoint: 832-828-1007</b> Enter the member's identification number and the provider's NPI number.  <a href="http://www.texaschildrenshealthplan.org/providers/telephone-touchpoint">http://www.texaschildrenshealthplan.org/providers/telephone-touchpoint</a>
<b>Physician Portal</b>	www.TMHP.com; Availity; Emdeon	<b>Amerigroup Provider Portal:</b> <a href="https://providers.amerigroup.com/pages/tx-2012.aspx">https://providers.amerigroup.com/pages/tx-2012.aspx</a>  <b>Can also access Amerigroup Provider Portal via Availity Site for extended capabilities.</b> <a href="http://www.Availity.com">http://www.Availity.com</a>	<a href="https://provider.communityhealthchoice.org/">https://provider.communityhealthchoice.org/</a> <a href="https://providerportal.communityhealthchoice.org/CHC_Provider_User_LogIn.aspx">https://providerportal.communityhealthchoice.org/CHC_Provider_User_LogIn.aspx</a>	Link at <a href="https://www.uhcprovider.com">https://www.uhcprovider.com</a> for eligibility, benefits, claims, etc.  <a href="http://uhcommunityplan.com">uhcommunityplan.com</a> > For Health Care Professionals > Texas > Reimbursement policies, manuals, alerts, reference guides, etc.	<a href="http://www.provider.molinahealthcare.com">www.provider.molinahealthcare.com</a> <a href="https://provider.molinahealthcare.com/Availity; Emdeon; SSI; Practice Insight; Zirmed">https://provider.molinahealthcare.com/Availity; Emdeon; SSI; Practice Insight; Zirmed</a>	Emdeon; Availity; <a href="http://www.texaschildrenshealthplan.org/providers">www.texaschildrenshealthplan.org/providers</a>  <a href="http://www.texaschildrenshealthplan.org/sites/default/files/pdf/Provider%20Manual_April%202017_FINAL.pdf#page=7">http://www.texaschildrenshealthplan.org/sites/default/files/pdf/Provider%20Manual_April%202017_FINAL.pdf#page=7</a>
<b>Laboratory</b>	TMHP Contact Center 1-800-925-9126	<a href="https://providers.amerigroup.com/pages/providerdirectory.aspx">https://providers.amerigroup.com/pages/providerdirectory.aspx</a>  or call 1.800.454.3730	<a href="#">In-network facilities and contracted laboratories search</a>	The Texas Department of Health Services Laboratory for many Texas Health Steps services, visit <a href="http://dshs.state.tx.us">dshs.state.tx.us</a> or call 512-776-7661 or fax 512-776-7672.  OR  Find an in-network laboratory at <a href="http://uhcommunityplan.com">uhcommunityplan.com</a> > For Health Care Professionals > Texas > Find a Physician  OR  Call Customer Service at 1-888-887-9003	To find in-network laboratory providers: <a href="https://providersearch.molinahealthcare.com/">https://providersearch.molinahealthcare.com/</a>  Laboratory screening tests free of charge to screening provider through DSHS Laboratory  <b>DSHS Laboratories:</b> 1100 West 49th St. Austin, Texas 78756-3199 1-512-458-7331 <a href="http://www.dshs.state.tx.us/lab/">www.dshs.state.tx.us/lab/</a>  <b>Provider Service:</b> 1-866-449-6849	Quest Diagnostics is the exclusive reference lab provider for Texas Children's Health Plan <a href="http://www.texaschildrenshealthplan.org/members/lab-services">www.texaschildrenshealthplan.org/members/lab-services</a>  1-866-959-6555 (CHIP) 1-866-959-2555 (STAR)
<b>Pharmacy Benefit Manager</b>	Texas Medicaid Vendor Drug Program <a href="https://www.txvendordrug.com/formulary/prior-authorization">https://www.txvendordrug.com/formulary/prior-authorization</a>  <a href="https://paxpress.txpa.hidinc.com/">https://paxpress.txpa.hidinc.com/</a>  <a href="http://www.tmhp.com/pages/tmhp/tmhp_contacts.aspx">http://www.tmhp.com/pages/tmhp/tmhp_contacts.aspx</a>  Eligibility 1-855-827-3747  Prior Authorization 1-800-728-3927	Pharmacy Help Desk 1.844.367.6115  Prior Authorization 1.855.215.4496  Medicare Pharmacy Help Desk 1.866.797.9884 Option 5	<a href="http://www.navitus.com">www.navitus.com</a> 1-877-908-6023	<b>UnitedHealthcare Connectivity Help Desk:</b> 1-866-842-3278, option 3  For information and prior authorization information visit <a href="http://uhcommunityplan.com">uhcommunityplan.com</a> > For Health Care Professionals > Texas > Pharmacy Program  Visit the <a href="http://txvendordrug.com">txvendordrug.com</a>	<b>Prior Authorization Forms:</b> <a href="http://www.molinahealthcare.com/providers/tx/medicaid/drug/Pages/priorauthorizationforms.aspx">www.molinahealthcare.com/providers/tx/medicaid/drug/Pages/priorauthorizationforms.aspx</a>  1-866-449-6849 (option 1; option 2)	<b>Navitus:</b> 877-908-6023 Provider: Option 2 <a href="http://www.navitus.com">www.navitus.com</a>  832-828-1004 Option #8  <b>Harris Pharmacy Directory:</b> <a href="http://www.texaschildrenshealthplan.org/sites/default/files/pdf/Harris_62.pdf">http://www.texaschildrenshealthplan.org/sites/default/files/pdf/Harris_62.pdf</a>

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<b>Provider Representative</b>	<a href="http://www.tmhp.com/Pages/SupportServices/PSS_Reg_Support.aspx">www.tmhp.com/Pages/SupportServices/PSS_Reg_Support.aspx</a>	Harris: 713.218.5100 1-800-325-0011 Provider Relations Reps are assigned by account  National Call Ctr: 1.800.454.3730	Local: 713.295.2295 Toll-free: 1.888.760.2600 Fax: 713.295.2291 E-mail: <a href="mailto:ProviderRelations@communityhealthchoice.org">ProviderRelations@communityhealthchoice.org</a> Web site: <a href="https://provider.communityhealthchoice.org/">https://provider.communityhealthchoice.org/</a>	<b>Physician Advocate:</b> 888-303-6162 or <a href="mailto:providerservices@uhc.com">providerservices@uhc.com</a>	<b>Provider Services:</b> 1-855-322-4080  <a href="mailto:mhtxproviderservices@molinahealthcare.com">mhtxproviderservices@molinahealthcare.com</a>  <b>Provider complaint:</b> 1-866-449-6849	Provider Relations Department: 832-828-1008 or toll-free at 1-800-731-8527.  <b>Provider Relations Team:</b> <a href="http://www.texaschildrenshealthplan.org/providers/meet-your-team/biographies">www.texaschildrenshealthplan.org/providers/meet-your-team/biographies</a>
<b>Network Relations:</b>	N/A	Harris: 713.218.5100 1-800-325-0011 Provider Relations Reps are assigned by account  National Call Ctr: 1.800.454.3730	Jeff Allen, VP of Provider Operations 713-295-6737	For contracting issues call 1-866-574-6088	<b>Provider Services:</b> 1-855-322-4080  <a href="mailto:mhtxproviderservices@molinahealthcare.com">mhtxproviderservices@molinahealthcare.com</a>	Provider Relations Department: 832-828-1008 or toll-free at 1-800-731-8527.  <b>Provider Relations Team:</b> <a href="http://www.texaschildrenshealthplan.org/providers/meet-your-team/biographies">www.texaschildrenshealthplan.org/providers/meet-your-team/biographies</a>
<b>Injectables</b>	N/A	1.855.215.4496 Press 1 to start precert process for injectables	N/A	<b>For Pharmacists:</b> <a href="http://txvendordrug.com">txvendordrug.com</a> > Learn More about enrolling in the comprehensive care program or providing DME/supplies	N/A	<b>Precertification:</b> 832-828-1004 Option #5
<b>Web site</b>	<a href="http://www.TMHP.com">www.TMHP.com</a>	<a href="http://www.amerigroup.com">www.amerigroup.com</a>	<a href="https://www.communityhealthchoice.org/">https://www.communityhealthchoice.org/</a>	<a href="http://uhcommunityplan.com">uhcommunityplan.com</a> > For Health Care Professionals > Texas Health Care Professionals > Texas  OR <a href="https://www.uhcommunityplan.com/health-professionals/tx.html">https://www.uhcommunityplan.com/health-professionals/tx.html</a>	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>	<a href="http://www.texaschildrenshealthplan.org/">www.texaschildrenshealthplan.org/</a>
<b>Inpatient Certifications &amp; Notifications</b>	N/A	Precert/Notification On-Line <a href="https://providers.amerigroup.com/Pages/Home.aspx">https://providers.amerigroup.com/Pages/Home.aspx</a> or <a href="http://availity.com">availity.com</a> Phone: 1.800.454.3730 Fax: 1.800.964.3627	713.295.2295 or 1.888.760.2600  <a href="https://providerportal.communityhealthchoice.org/CHC_Provider_User_LogIn.aspx">https://providerportal.communityhealthchoice.org/CHC_Provider_User_LogIn.aspx</a>	Phone: 1-866-604-3267 Fax: 877-940-1972  Complete and fax the form at <a href="http://UHCommunityPlan.com">UHCommunityPlan.com</a> > For Health Care Professionals > Provider Forms > Standard Prior Authorization form: Texas Department of Insurance	Precert/Notification request via ePortal; via fax with form found at <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a> ; or via phone at 1-866-409-0039	<b>Precertification:</b> 832-828-1004 Option #5
<b>Referral Authorizations</b>	N/A	Precert/Notification On-Line <a href="https://providers.amerigroup.com/Pages/Home.aspx">https://providers.amerigroup.com/Pages/Home.aspx</a> or <a href="http://availity.com">availity.com</a> Phone: 1.800.454.3730 Fax: 1.800.964.3627	713.295.2295 or 1.888.760.2600  <a href="https://providerportal.communityhealthchoice.org/CHC_Provider_User_LogIn.aspx">https://providerportal.communityhealthchoice.org/CHC_Provider_User_LogIn.aspx</a>	A referral is not necessary for an in-network contracted provider. Members may also self-refer.  Prior authorization is needed to use out-of-network provider.  <a href="http://UHCommunityPlan.com">UHCommunityPlan.com</a> > For Health Care Professionals > Texas > Find a Physician	Request via ePortal; via fax with form found at <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a> ; or via phone at 1-866-409-0039  <b>Provider Services:</b> 1-866-449-6849 (option 1, option 5)	Referrals for specialty care to an in-network specialist, it is not necessary to complete a referral form.
<b>Inpatient Clinical Review issues</b>	N/A	Admissions: 1.800.454.3730  Fax # 1.800.964.3627-To initiate an auth for inpatient precertification.  To fax in clinical use: 1.888.393.8839 or 1.866.249.1292 <----- not sure about these numbers	713.295.2295 or 1.888.760.2600  <a href="https://providerportal.communityhealthchoice.org/CHC_Provider_User_LogIn.aspx">https://providerportal.communityhealthchoice.org/CHC_Provider_User_LogIn.aspx</a>	1-800-349-0550	Request via ePortal; via fax with form found at <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a> ; or via phone at 1-866-409-0039	<b>Precertification:</b> 832-828-1004 Option #5
<b>Nurse</b>	N/A	<b>Helpline:</b> 1.800.600.4441	<b>Helpline:</b> 1-888-332-2730	<ul style="list-style-type: none"> <li>• CHIP: 1-800-850-1267</li> <li>• STAR: 1-800-535-6714</li> <li>• STAR+PLUS: 1-877-839-5407</li> <li>• Dual Eligible Members: 1-877-596-3258</li> </ul>	<b>Nurse Advice Line:</b> 1-888-275-8750	<b>Helpline:</b> 1-800-686-3831  <b>Nurse Family Partnership:</b> Phone: 832-828-1274 Fax: 832-825-8710

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<b>Precertification Requests- Authorizations</b>	<p><u>Prior Authorizations</u></p> <p>Special Medical Prior Authorization Unit Fax: 1-512-514-4213</p>	<p>Precert/Notification On-Line  <a href="https://providers.amerigroup.com/Pages/Home.aspx">https://providers.amerigroup.com/Pages/Home.aspx</a> or <a href="http://availity.com">availity.com</a>                      Phone: 1.800.454.3730</p> <p>713.218.5100 Press # then Option 2</p>	713.295.2295 or 1.888.760.2600	<p>1-866-604-3267</p> <p>To see a complete list of services that require prior authorization, please go to <a href="http://UHCommunityPlan.com">UHCommunityPlan.com</a> &gt; For Health Care Professionals &gt; Texas &gt; Prior Authorizations.</p>	request via ePortal; via fax with form found at <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a> ; or via phone at 1-866-409-0039, provider option 1	<p><b>Precertification:</b>                      Phone: 832-828-1004, option 5                      Fax: 832-825-8760</p> <p><b>Customer Service:</b>                      Toll free: 1-877-213-5508</p> <p><b>Authorization Forms:</b>  <a href="http://www.texaschildrenshealthplan.org/providers/resources/downloadable-forms">www.texaschildrenshealthplan.org/providers/resources/downloadable-forms</a></p>
<b>Case Management</b>	<p><b>Case Management for Children &amp; Pregnant Women:</b>                      Client referrals 1-877-847-8377</p> <p>To become a Case Mgr 1-512-776-2168</p>	<p>1.800.839.6275-Press 0 to speak to the Operator, you can then ask to be connected to the Case Manager</p> <p>Member Services # will also allow you to get to a CM: 1.800.600.4441</p>	713-295-2303 or 1-888-760-2600	1-800-349-0550	1-877-665-4622	<p>Phone: 832-828-1430                      Fax: 832-825-8745</p> <p><b>Forms:</b>  <a href="http://www.texaschildrenshealthplan.org/providers/resources/downloadable-forms">www.texaschildrenshealthplan.org/providers/resources/downloadable-forms</a></p>
<b>Disease Mgmt &amp; Clinical Practice Guidelines</b>	N/A	<p>Disease Management Centralized Care Unit:  <a href="http://www.myamerigroup.com">www.myamerigroup.com</a> or 1.888.830.4300 or 713.218.5100 Press # then Option 1</p>	<p><a href="https://provider.communityhealthchoice.org/media/1584/providermanual.pdf">https://provider.communityhealthchoice.org/media/1584/providermanual.pdf</a></p> <p>713-295-2295 or 1-888-760-2600</p>	<p>Milliman Care Guidelines®  <a href="http://www.careguidelines.com">www.careguidelines.com</a></p> <p>Clinical Practice Guidelines located at <a href="https://www.uhcommunityplan.com/health-professionals/tx/clinical-practice-guidelines.html">https://www.uhcommunityplan.com/health-professionals/tx/clinical-practice-guidelines.html</a></p> <p>The Healthcare Effectiveness Data and Information Set (HEDIS). See more at <a href="http://ncqa.org">ncqa.org</a> &gt; HEDIS® &amp; Performance Measurement</p>	<p>Case management team member: 1-843-740-1779</p> <p><b>Provider Manual:</b>  <a href="http://www.molinahealthcare.com/providers/tx/medicaid/manual/PDF/Provider-Manual.pdf">www.molinahealthcare.com/providers/tx/medicaid/manual/PDF/Provider-Manual.pdf</a></p> <p><b>Disease Management Referral Form:</b>  <a href="http://re.com/providers/tx/medicaid/resource/PDF/healthresources_TX_DiseaseManagementReferral.pdf">http://re.com/providers/tx/medicaid/resource/PDF/healthresources_TX_DiseaseManagementReferral.pdf</a></p> <p><a href="http://www.molinahealthcare.com/providers/sc/medicaid/PDF/Medicaid-Disease-Management-Case-Management.pdf">http://www.molinahealthcare.com/providers/sc/medicaid/PDF/Medicaid-Disease-Management-Case-Management.pdf</a></p>	<p>Phone: 832-828-1430                      Fax: 832-825-8745</p> <p><b>Disease Management:</b>                      832-828-1004 Option #7</p> <p><b>Clinical Practice Guidelines:</b>  <a href="http://www.texaschildrenshealthplan.org/providers/provider-resources/practice-guidelines">www.texaschildrenshealthplan.org/providers/provider-resources/practice-guidelines</a></p>
<b>Transplant Care Coordinators</b>	N/A	<p>1.888.830.4300                      Select Option 1 and then Option 1 again to get to a live coordinator</p> <p>Fax #: 1.888.762.3199 &lt;--- fax # is for disease management. Does it work for transplant care coordinator also?</p>	713.295.2295 or 888.760.2600	1-800-349-0550	<b>Service Coordination Team:</b> 1-866-409-0039	<p>Phone: 832-828-1430                      Fax: 832-825-8745</p>
<b>Imaging - High Tech CT MRI</b>	<u>Prior Authorization</u>	<p>AIM                      1-800-714-0040</p> <p><a href="http://www.aimspecialtyhealth.com/goweb">www.aimspecialtyhealth.com/goweb</a></p>	<u>In-network facilities search</u>	<p>Cardiology and Radiology information and processes can be found at <a href="http://uhcommunityplan.com">uhcommunityplan.com</a> &gt; For Health Care Professionals &gt; Texas &gt; Cardiology OR Radiology</p> <p>OR</p> <p>Call Customer Service at 1-888-887-9003</p>	<b>Service Coordination Team:</b> 1-866-409-0039	<p>832-828-1004 Option #5</p> <p><b>Participating Providers:</b>                      - Woodlake MRI &amp; Diagnostics                      - Universal MRI &amp; Diagnostics                      - Any contracted hospital</p>
<b>DME Examples: Wheelchairs, crutches, walkers, hosp beds, CPAP, nebulizers</b>	<p><a href="http://www.TMHP.com">www.TMHP.com</a></p> <p><b>General Inquiries and PA Phone:</b> 1-800-925-8957</p> <p><b>PA Fax:</b> 1-512-514-4209</p>	<p><a href="http://providers.amerigroup.com/pages/DME.aspx">http://providers.amerigroup.com/pages/DME.aspx</a>                      or call 1.855.215.4496</p> <p>DME PreCert Fax:                      1.866.249.1271</p>	<u>In-network facilities search</u>	<p>Go to Link at <a href="https://www.uhcprovider.com">https://www.uhcprovider.com</a> &gt; Eligibility &amp; Benefits                      OR  <b>Customer Service:</b> 1-888-887-9003</p> <p>To find a provider, go to <a href="http://uhcommunityplan.com">uhcommunityplan.com</a> &gt; For Health Care Professionals &gt; Texas &gt; Find a Physician</p>	<b>Service Coordination Team:</b> 1-866-409-0039	<p>832-828-1004 Option #5</p> <p><b>Provider Directory:</b>  <a href="http://www.molinahealthcare.com/providers/tx/medicaid/manual/Pages/pro_dir.aspx">www.molinahealthcare.com/providers/tx/medicaid/manual/Pages/pro_dir.aspx</a></p>

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<b>Home Health</b>	www.TMHP.com  General Inquiries and PA Phone: 1-800-925-8957  PA Fax: 1-512-514-4209	Online directory: <a href="https://providers.amerigroup.com/Pages/Home.aspx">https://providers.amerigroup.com/Pages/Home.aspx</a> or 1.800.454.3730  Home health nursing fax: 1.866.249.1271	<a href="#">In-network facilities search</a>	Go to Link at <a href="https://www.uhcprovider.com">https://www.uhcprovider.com</a> > Eligibility & Benefits OR Customer Service: 1-888-887-9003  To find a provider, go to <a href="http://uhcommunityplan.com">uhcommunityplan.com</a> > For Health Care Professionals > Texas > Find a Physician.	Service Coordination Team: 1-866-409-0039	832-828-1004 Option #5
<b>Mail Order Drugs</b>	N/A	N/A	<a href="http://www.wellpartner.com">www.wellpartner.com</a> or 1-877-935-5797	HHSC Vendor Drug Services: 1-800-435-4165	CVS Caremark Mail Services Form: <a href="http://www.caremark.com/portal/asset/NewRX_Fax_Form_v91.pdf">www.caremark.com/portal/asset/NewRX_Fax_Form_v91.pdf</a> Call 1-866-449-6849 for more information	1-866-959-6555 (CHIP) or 1-866-959-2555 (STAR)
<b>Medical Director</b>	Senior Medical Director: Mark Clanton, MD 512-506-7000 Press 0 for Operator	Dean Cannon, MD 713-218-5100 Franklin Chen, MD 713-218-5100 David Gore, MD 713.218.5100, ext 57645 Cealee Thomas, MD 713-218-5100	Dr. Karen Hill 713-295-5010 Dr. Valerie Bahar 713-295-2433	Salil Deshpande, MD 1-832-500-6458	Chief Medical Director/VP Medical Affairs: Laurie Greenberg, MD 210-366-6520 Chief Medical Officer, Family Practice: David Valdez, MD 888-562-5442, ext. 206509 Chief Medical Director, Psychiatry: 888-562-5442, ext. 207265	Chief Medical Officer of OB/GYN: Lisa Hollier, MD 832-828-1538  CMO of Pediatrics: Heidi Schwarzwald, MD 832-828-1538
<b>Unresolved, Urgent Patient Care issues:</b>	TMHP Contact Center: 1-800-925-9126 – ask agent to escalate to Tier 3	Dean Cannon, MD 832-727-9167 Courtney Lawrence, MD 210-275-9016 Franklin Chen, MD 713-218-5100	Dr. Karen Hill 713-295-5010 Dr. Valerie Bahar 713-295-2433	Service Coordination Hotline: 1-800-349-0550	Service Coordination Team: 1-866-409-0039	Chief Medical Officer of OB/GYN: Lisa Hollier, MD 832-828-1538  CMO of Pediatrics: Heidi Schwarzwald, MD 832-828-1538