

Payer Complaints



Medicare/Medicare Advantage

Consumer Complaints:

<https://www.medicare.gov/MedicareComplaintForm/home.aspx>

Phone: 1-800-633-4227

Provider Complaints:

Centers for Medicare and Medicaid Services

Dallas Regional Office

1301 Young Street, Room 833

Dallas, TX 75202

Phone: (214) 767-4463

Medicaid/Medicaid Managed Care Plans

For contacts and other resources regarding these plans, visit the [Texas HHS website](#) for more information.

Traditional Medicaid:

Medicaid fee-for-service providers must exhaust the administrative and medical appeals provider resolution process with the HHSC claims administrator contractor, TMHP, before filing an appeal or complaint with HHSC. Written appeals and complaints may be sent to HHSC at:

Texas Health and Human Services Commission
HHSC Claims Administrator Contract Management
PO Box 204077, Mail Code 91-X
Austin, Texas 78720-4077
Phone: (512) 249-3744

Star/Star-Plus/CHIP Plans:

Medicaid managed care providers must exhaust the complaints or grievance process with their managed care plan before filing a complaint with HHSC. If after completing this process, the provider believes they did not receive full due process from the plan, they may file a complaint or inquiry at HPM_complaints@hhsc.state.tx.us or a STAR Health complaint or inquiry at STAR.Health@hhsc.state.tx.us.

You can see the complaint process by viewing this [flow chart \(PDF\)](#). An accessible version of the [steps](#) in the complaint process (DOC) is also available. Providers may also mail STAR, STAR+PLUS, STAR Health or children's Medicaid dental services complaint or inquiry to:

HHSC Medicaid/CHIP
Health Plan Management
Mail Code H-320
P.O. Box 85200
4900 N. Lamar
Austin, Texas 78708-5200
Phone: 1-877-787-8999 (Toll-Free)
Fax: 1-512-491-1958

CHIP Enrollment Issues:
Health and Human Services
Commission
Attention: Complaint Department
PO Box 14200
Midland, TX 79711-4200
Phone: 1-800-647-6558

CHIP Claims Issues:
Texas Department of Insurance
MCQA Office, Mail Code 103-6A
PO Box 149104
Austin, TX 78714-9104
Phone: 1-866-554-4926

Fully-Insured Plans

On June 17, 2003, then Governor Rick Perry signed into law [SB 418](#) also known as Texas Prompt Pay to help physicians receive payment for services promptly. Plans that are regulated by this law will have "TDI" or "DOI" printed on the front of the member's insurance card. The Texas Department of Insurance (TDI) [provider website](#) has [tips](#) and [FAQ's](#) on prompt pay laws and online access for providers and consumers to file complaints against payers who violate provisions of SB 418.

Texas Department of Insurance
Consumer Protection (111-1A)
P.O. Box 149091
Austin, Texas 78714-9091
Phone: 1-800-578-4677
Fax: (512) 475-1771
[TDI contact numbers](#)

[Instructions](#) and online complaint portal (scroll to Step 4).

Self-Funded Health Plans - Request assistance from the Department of Labor.

Certain health benefits fall under ERISA's jurisdiction. If the employer is responsible for paying the employees' health claims and the health plan is only responsible for administering the benefits, then the plan is considered to be "self-funded" and falls under ERISA regulations. If your appeal efforts have been exhausted with the payer and you feel the plan is in violation of the [Summary Plan Description \(SPD\)](#) or ERISA, you can file an [appeal](#) with the Department of Labor Employee Benefits Security Administration (EBSA).

Dept. of Labor - Address and Hours of Operation
U.S. Department of Labor
Employee Benefits Security Administration
EBSA Public Disclosure Room
200 Constitution Avenue, NW, Room N-1515
Washington, DC 20210
Telephone: (202) 693-8673
Hours: 8:30 am - 4:30 pm weekdays (except Federal holidays)

Kepro Health Quality Institute (Beneficiaries only)

Kepro Health Quality Institute is the Quality Improvement Organization (QIO) for Medicare beneficiaries in Texas. Kepro can review patient concerns regarding care provided by physicians and facilities. (Example – Hospital UR or Medicare/Medicare Advantage Plan is wanting a patient discharged. Patient doesn't feel they are ready. Patient can notify Kepro for assistance).

KEPRO Rock Run Center, Suite 100
5700 Lombardo Center Dr.
Seven Hills, OH 44131
(216) 447-9604
(216) 447-7925 Fax
[Medicare Quality of Care Complaint Form](#) (English)
[Medicare Quality of Care Complaint Form](#) (Spanish)
Website: <http://www.keproqio.com/default.aspx>
Texas Phone: 1-844-430-9504 or contact 1-800-MEDICARE (1-800-633-4227)

Tricare

Regional Grievance Coordinator
Humana Military Healthcare Services
8123 Datapoint Drive, Suite 400
San Antonio, TX 78229

