

General Information

<p>Website Utilize the Superior HealthPlan website to find:</p> <ul style="list-style-type: none"> • Training and manuals. • Preferred drug lists. • Provider news. • Network requests or updates. • Fraud, waste, and abuse reporting. • Contact information (inquiries and complaints). • Your dedicated Account Manager. 	<p>Website SuperiorHealthPlan.com</p>	
<p>Secure Provider Portal Please visit the Secure Provider Portal 24/7 for questions on electronic claim submission, claim appeals and claim status checks and member eligibility verification.</p>	<p>Secure Provider Portal Provider.SuperiorHealthPlan.com</p>	
<p>Account Management Account Managers provide training, education, assist with questions or help troubleshoot complex issues. Account Managers work to make doing business with Superior easy. Superior’s acute care providers can reach out to AM_Hospitals@SuperiorHealthPlan.com to request assistance from an Account Manager who specializes in acute care facility issues. Each provider inquiry received is assigned to a Provider Account Manager.</p>		
<p>Trainings Hospital Provider Training: https://www.superiorhealthplan.com/content/dam/centene/Superior/Provider/PDFs/hospital-provider-training.pdf Provider Training Documents: https://www.superiorhealthplan.com/providers/training-manuals.html Provider Training Calendar: SuperiorHealthPlan.com/ProviderCalendar</p>		
<p>Provider Services Please contact Provider Services for questions on member eligibility and claim adjustment request.</p>	<p>STAR, CHIP, STAR+PLUS, STAR Kids, STAR+PLUS MMP, Wellcare By Allwell</p>	<p>1-877-391-5921</p>
	<p>STAR Health</p>	<p>1-877-391-5921</p>
	<p>Ambetter</p>	<p>1-877-687-1196</p>
<p>Member Services Members can contact Member Services for help with:</p> <ul style="list-style-type: none"> • Benefit inquiries. • Assistance with locating a network provider. • Transportation assistance. • General inquiries and complaints. • Abuse, neglect and exploitation reporting. • Behavioral health crisis hotline. 	<p>STAR, CHIP</p>	<p>1-800-783-5386</p>
	<p>STAR+PLUS</p>	<p>1-877-277-9772</p>
	<p>STAR Kids</p>	<p>1-844-590-4883</p>
	<p>STAR Health</p>	<p>1-866-912-6283</p>
	<p>STAR+PLUS MMP</p>	<p>1-866-896-1844</p>
	<p>Wellcare By Allwell HMO Wellcare By Allwell DSNP</p>	<p>1-800-977-7522 1-877-935-8023</p>
	<p>Ambetter</p>	<p>1-877-687-1196</p>
	<p>Relay Texas (TTY)</p>	<p>1-800-735-2989</p>

<p>Provider Complaints Provider complaints may be submitted through the Superior website, by mail or fax.</p> <p>Complaint Status: TexasProviderComplaints@centene.com</p>	<p>Complaints (By Web) SuperiorHealthPlan.com/ComplaintProcedures</p> <p>Complaints (By Mail) Superior HealthPlan Provider Complaints 5900 E. Ben White Blvd. Austin, Texas 78741</p> <p>Complaints (By Fax) 1-866-683-5369</p>
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Claims Submission and Claims Payment

Paper claims should be mailed to:

Superior HealthPlan
P.O. Box 3003
Farmington, MO 63640-3803

Wellcare By Allwell
Attn: Claims
PO BOX 3060
Farmington, MO 63640-3822

Ambetter Health
Attn: Claims
PO Box 5010
Farmington, MO 63640-5010

Paper claims must be submitted on CMS standardized claim forms, using a CMS-1500 or CMS-1450/UB-04 claim form within 95 Calendar Days from discharge for first time claims.

Electronic claims can be submitted through the following:

- Secure Provider Portal: Provider.SuperiorHealthPlan.com
- Availity Clearinghouse / Payer ID: 68068
- Phone: [1-877-344-8446](tel:1-877-344-8446), Website: Availity.com
- TexMedCentral (Medicaid claims):
- Texas Medicaid and Healthcare Partnership (TMHP) Portal: secure.tmhp.com/TexMedConnect

Claims must be received by Superior within 95 Calendar Days from the date of service.

Electronic claims can be submitted through the following:

- Secure Provider Portal: Provider.SuperiorHealthPlan.com
 - Availity Clearinghouse: Payer ID: 68069
- Phone: [1-877-344-8446](tel:1-877-344-8446)
- Website: Availity.com
- Texas Medicaid and Healthcare Partnership (TMHP) Portal: secure.tmhp.com/TexMedConnect
 - TMHP Phone: [1-800-925-9126](tel:1-800-925-9126)

Claim Appeals and Corrected Claims can be submitted on paper or electronically.

Paper claim appeals should be mailed to:

Superior HealthPlan:

Attn: Claims Appeals, P.O. Box 3000 Farmington, MO 63640-3800

Electronic claim appeals can be submitted through Superior's Secure Provider Portal: Provider.SuperiorHealthPlan.com

Must be received by Superior within 120 Calendar Days from the date of the Explanation of Payment (EOP).

Claim Disputes

Ambetter:

Attn: Claims Dispute, P.O. Box 5010, Farmington, MO 63640-5010

Wellcare By Allwell:

Attn: Claim Dispute, P.O. Box 4000, Farmington, MO 63640-4400

Claim Payment

- Providers can receive paper or electronic payments and remittance through PaySpan (recently acquired by Zelis).
- Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) is a free service for providers.
- To register for this service, call [1-855-496-1571](tel:1-855-496-1571) or visit zelis.com.

Claim Status

- Claim status can be obtained through the Secure Provider Portal at Provider.SuperiorHealthPlan.com.
- For questions about a claim, call Superior Provider Services.

Secure Provider Portal / Health Passport Help Desk

Secure Provider Portal Help Desk

Phone: [1-866-895-8443](tel:1-866-895-8443)

Email: TX.WebApplications@SuperiorHealthPlan.com

Health Passport Help Desk (for STAR Health)

Phone: 1-866-714-7996

Email: TX.PassportAdministration@SuperiorHealthPlan.com

Provider Contracting

Providers can contact Superior for contracting opportunities by:

- Completing the Network Participation Request by visiting SuperiorHealthPlan.com/JoinOurNetwork.
- Sending an email to SHP.NetworkDevelopment@SuperiorHealthPlan.com.

Provider Credentialing

Email: Credentialing@SuperiorHealthPlan.com

Fax: 1-866-702-4831

Mail: Credentialing Department, Superior HealthPlan, 5900 E. Ben White Blvd., Austin, TX 78741

Prior Authorizations

Prior Authorization forms can be found by visiting SuperiorHealthPlan.com/ProviderBehavioralHealth.

Providers may submit authorizations by:

1. **Secure Provider Portal:** Provider.SuperiorHealthPlan.com
2. **Phone:**
 - a. [1-800-218-7508](tel:1-800-218-7508) (Superior)
 - b. [1-877-687-1196](tel:1-877-687-1196) (Ambetter Health)
 - c. [1-800-218-7508](tel:1-800-218-7508) (Wellcare By Allwell)
 - d. [1-800-642-7554](tel:1-800-642-7554) (Diagnostic Imaging – NIA/Evolent)
 - e. [1-855-336-4391](tel:1-855-336-4391) (TurningPoint - ENT Surgical Procedure/Sleep Study)
3. **Fax:**
 - a. Ambetter Prior Authorization: 1-844-307-4442 (Outpatient) or 1-866-838-7615 (Inpatient)
 - b. Medicaid Prior Authorization: 1- 800-690-7030 (Outpatient) or 1-866-683-5632 (Inpatient)
 - c. Wellcare By Allwell Prior Authorization: 1-877-808-9368 (Outpatient) or 1-855-537-3535 (Inpatient)

NICU and Emergent Hospital Admission Notification and Authorization

Products	Business Line
STAR, STAR+PLUS, STAR Kids, STAR Health, CHIP	1-855-594-6103 STAR/CHIP Inpatient (fax): 1-877-650-6942

Genetic and Molecular Testing, High-Tech Imaging, Interventional Pain Management (IPM) and Musculoskeletal Procedures

Evolent (Formerly National Imaging Associates Inc.) (URA 5258), manages prior authorization for the following:

- **Genetic and Molecular Testing**
- **High-Tech Imaging** - Non-emergent, advanced, outpatient imaging services such as, CT/CTA, MRI/MRA, PET Scan, CCTA, Nuclear Cardiology/MPI, Echocardiography and Stress Echo. Note: Echocardiography authorization is only required for STAR Kids and STAR+PLUS members.
- **Interventional Pain Management (IPM)** - Outpatient IPM procedures which include:
 - Spinal Epidural Injections.
 - Paravertebral Facet Joint Injections or Blocks.
 - Paravertebral Facet Joint Denervation (Radiofrequency Neurolysis).
 - Sacroiliac Joint Injections.
- **Musculoskeletal Surgical Procedures**

Phone: [1-800-642-7554](tel:1-800-642-7554)

Fax: 1-888-656-6350

Website: RadMD.com

Pharmacy Benefit Information

Bin Number: 003858; Group ID: 2FDA

Prior Authorization Requests	Phone: 1-866-399-0928 Fax: 1-833-423-2523 Website: SuperiorHealthPlan.com/ProviderPharmacy
Superior Pharmacy Appeals	Phone: 1-877-398-9461 Fax: 1-866-918-2266
Resolution Help Desk	Phone: 1-800-460-8988
Pharmacy Resolution Help Desk	Phone: 1-800-460-8988