

MEDICAID/CHIP RELATED PROVIDER HELP LINES

HELP LINE	Hours	Providers Served	Types of Calls Handled
<p style="text-align: center;">Medicaid Eligibility Line 1-800-925-9126</p>	<p style="text-align: center;">7am-7pm M-F TMHP staff as of 1/1/04 www.tmhp.com or click here for TMHP contact center</p>	<p>Providers currently enrolled as Medicaid providers or interested in becoming Medicaid providers</p>	<ul style="list-style-type: none"> ▪ Verify Medicaid eligibility ▪ Medicaid policy information ▪ Medicaid claims filing assistance and financial inquiries ▪ Provider education & enrollment into Medicaid program ▪ Information or phone numbers for other provider related help lines operated by TMHP
<p style="text-align: center;">CHIP Provider Eligibility Line 1-800-645-7164</p>	<p style="text-align: center;">8:00-5:00 M-F <i>ACS Staff</i> Click here for information for providers online</p>	<p>Providers currently enrolled as CHIP providers</p>	<ul style="list-style-type: none"> ▪ Verify CHIP eligibility
<p style="text-align: center;">HHSC Provider Resolution Services (PCCM) Texas Health and Human Services Commission HHSC Claims Administrator Contract Management PO Box 204077 Austin, TX 78720-4077</p>	<p style="text-align: center;">8:00-5:00 M-F <i>HHSC Staff</i> http://www.hhsc.state.tx.us/medicaid/med_providers.html</p>	<p>Available to all Medicaid providers (ONLY after exhausting PCCM health plan appeals)</p>	<ul style="list-style-type: none"> ▪ Provider complaints that are not adequately resolved through STAR and CHIP health plan appeals processes
<p style="text-align: center;">HHSC Provider Resolution Services (HMO) Health & Human Services Commission Health Plan Operations H-320 P.O. Box 85200 Austin, TX 78708</p>	<p style="text-align: center;">8:00-5:00 M-F <i>HHSC Staff</i> http://www.hhsc.state.tx.us/medicaid/med_providers.html</p>	<p>Available to all Medicaid providers (ONLY after exhausting CHIP and STAR health plan appeals process)</p>	<ul style="list-style-type: none"> ▪ Provider complaints that are not adequately resolved through STAR and CHIP health plan appeals processes
<p style="text-align: center;">Vendor Drug Pharmacy Resolution Help Desk 1-800-435-4165</p>	<p style="text-align: center;">8:30-5:15 M-F <i>HHSC staff</i> http://www.hhsc.state.tx.us/HCF/vdp/vdpstart.html</p>	<p>Available to contracted PHARMACIES only</p>	<ul style="list-style-type: none"> ▪ Eligibility inquiries, policy and claim information related to pharmacy benefits for Medicaid, CHIP, Kidney Health Care (KHC), Children with Special Healthcare Needs (CSHCN).
<p style="text-align: center;">Texas Prior Authorization Program 1-877-PA-TEXAS (1-877-728-3927)</p>	<p style="text-align: center;">7:30-6:30 M-F Click here for preferred drug list (acrobat reader)</p>	<p>Physicians or authorized prescribers</p>	<ul style="list-style-type: none"> ▪ Prior authorization requests for drugs on the Medicaid Preferred Drug List