Transition Information for LTSS Providers

February 17, 2012

This article responds to inquiries from long-term services and supports (LTSS) providers in the Hidalgo, El Paso, and Lubbock Service Delivery Areas related to authorization and billing issues under Section 8.2.1 of the STAR+PLUS Expansion Contract (Continuity of Care and Out-Of-Network Providers).

Billing for DME, HM, and dental services

Durable medical equipment (DME), home modification (HM), and dental services authorized under the DADS service plan and completed prior to March 1, 2012, will be paid for by DADS. DME, HM, and dental services authorized under the DADS service plan and completed on or after March 1, 2012, will be paid for by the member’s managed care organization (MCO). DME, HM, and dental providers will be required to contact the MCO to coordinate the completion of the services. MCOs are required to instruct providers on how to submit claims for adjudication.

Timely responses from MCOs

Providers attempting to contract with an MCO who do not get a timely response may either contact the STAR+PLUS Hidalgo/El Paso/Lubbock Command Center or submit an inquiry to the Health Plan Management complaint box. See contact information below.

Provider referral process

Providers should be aware that neither HHSC nor the MCOs are allowed to make referrals that would favor and give advantage to any particular provider. Each MCO provides contracted providers with a provider manual that describes this process.

Verifying client eligibility

Providers should verify eligibility for each client they serve at the beginning of the month or prior to providing services. A provider that knows of a client who should be in managed care can submit a fax or e-mail inquiry to the STAR+PLUS Hidalgo/El Paso/Lubbock Command Center.

Providers with questions related to consumers losing Medicaid or on Medicaid Hold, should use the normal protocol for researching Medicaid eligibility, such as researching the Medicaid Eligibility & Service Authorization Verification (MESAV). These types of issues should not be referred to the STAR+PLUS Hidalgo/El Paso/Lubbock Command Center.

Contact information for questions or complaints

STAR+PLUS Hidalgo/Lubbock/El Paso Command Center (operational through May 31, 2012.)
E-mail: managedcare_exp2012@hhsc.state.tx.us
Fax: 512-491-1976

Medicaid/CHIP Health Plan Management
E-mail: HPM_Complaints@hhsc.state.tx.us
Contact information for health plans:

**Hidalgo Service Delivery Area**

**HealthSpring HMO**
Provider Billing Inquiries  
- Name: Provider Services Hotline  
- Phone: 877-653-0331  
- Fax: 877-788-2757  
- Email:

Provider Contracting Inquiries  
- Name: Provider Services Hotline  
- Phone: 877-653-0331  
- Fax: 877-788-2757  
- Email:

HMO General Questions  
- Name: Member Services Hotline  
- Phone: 877-653-0327  
- Fax: 877-788-2757  
- Email:

**Molina HMO**
Provider Billing Inquiries  
- Name: Provider Services Hotline  
- Phone: 866-449-6849  
- Fax: 877-319-6852

Provider Contracting Inquiries  
- Name: Sheri Alexander  
- Phone: 888-562-5442 ext. 203038  
- Fax: 877-319-6851  
- Email: sheri.alexander@molinahealthcare.com

HMO General Questions  
- Name: Provider Services Hotline  
- Phone: 866-449-6849  
- Fax: 877-319-6852

**Superior HMO**
Provider Billing Inquiries  
- Provider Services  
- 877-391-5921

Provider Contracting Inquiries  
- SHP Network Development  
- 866-615-9399 ext 22534  
- Fax: 866-224-3339  
- SHP-NetworkDevelopment@centene.com

HMO General Questions  
- Donna Sample  
- 866-615-9399 ext 22706  
- Fax: 866-224-8254  
- dsample@centene.com
El Paso Service Delivery Area

Amerigroup HMO

Provider Billing Inquiries
- Name: Evelyn Garcia
- Phone: 915-842-8229
- Fax: 915-585-7269
- Email: egarci4@amerigroupcorp.com

OR

- Name: Jesse Silvas
- Phone: 210-737-5700 ext. 35352
- Fax: 210-737-5717
- Email: jsilvas@amerigroupcorp.com

Provider Contracting Inquiries
- Name: Mario Flores
- Phone: 915-842-8229
- Fax: 915-585-7269
- Email: mflore4@amerigroupcorp.com

OR

- Name: Jesse Silvas
- Phone: 210-737-5700 ext. 35352
- Fax: 210-737-5717
- Email: jsilvas@amerigroupcorp.com

HMO General Questions
- Name: Yolanda Ortega
- Phone: 915-842-8229
- Fax: 915-585-7269
- Email: yorteg2@amerigroupcorp.com

OR

- Name: Arlene Salazar
- Phone: 210-737-5700 ext. 35352
- Fax: 210-737-5717
- Email: asalaza@amerigroupcorp.com

Molina HMO

Provider Billing Inquiries
- Name: Provider Services Hotline
- Phone: 866-449-6849
- Fax: 877-319-6852

Provider Contracting Inquiries
- Name: Toni Pierre
- Phone: 888-562-5442 ext. 204056
- Fax: 877-319-6851
- Email: toni.pierre@molinahealthcare.com

HMO General Questions
- Name: Provider Services Hotline
- Phone: 866-449-6849
- Fax: 877-319-6852
**Lubbock Service Delivery Area**

**Amerigroup HMO**

Provider Billing Inquiries
- Name: Amy White
- Phone: 806-748-4880
- Fax: 806-748-4850
- Email: awhite5@amerigroupcorp.com

Provider Contracting Inquiries
- Name: Greg Gilmore
- Phone: 806-748-4880
- Fax: 806-748-4850
- Email: ggilmo1@amerigroupcorp.com

HMO General Questions
- Name: Monica Mojica
- Phone: 806-478-4880 Ext. 54770
- Fax: 806-748-4850
- Email: mmojica@amerigroupcorp.com

**Superior HMO**

Provider Billing Inquiries
- Provider Services
- 877-391-5921

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- SHP Network Development
- 866-615-9399 ext 22534
- Fax: 866-224-3339
- SHP-NetworkDevelopment@centene.com

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- 866-615-9399 ext 22706
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- dsample@centene.com