

Fall  
2018



## Provider Newsletter



## What's New?

### Provider Services Phone Number

**888-243-3312**

We are excited to share a change with you! Our dedicated Provider Services telephone number launched on November 1<sup>st</sup>. Providers now have access to the same services as before by dialing 888-243-3312. Visit the [Provider News](#) page on our website to view the notification.

### Value Added Services

On September 1, 2018 we released our new Value Added Services for STAR Kids, STAR, CHIP Perinatal and CHIP. Please visit the [Education & Training](#) page on our website for a complete list of Value Added Services.

### Therapy Prior Authorization

Effective immediately, all therapy prior authorization requests may originate from the referring or rendering provider. To review the notice and the Physical, Occupational, or Speech Therapy Prior Authorization Form visit the [Therapy Information](#) page on our website. If you have any questions regarding this prior authorization update, please email [CCHPPriorauthorizations@cookchildrens.org](mailto:CCHPPriorauthorizations@cookchildrens.org).

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## Webinar Schedule

**Join us for our next webinar!**

Are you a newly contracted Provider? Existing Provider who has new staff? Would your office like to learn more about Texas Health Steps, billing updates, educational resources, health plan products and services? Participation in our webinars are free, but registration is required. Visit the [Education & Training](#) page on our website for the most up to date webinar schedule.

2018 Provider Webinar Schedule		
SEPTEMBER 26, 2018	October 31, 2018	November 15, 2018
<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 925 369 034	<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 923 330 481	<b>Primary Care Providers Training &amp; Education</b> Call line: 1-844-740-1264 Event Number: 926 338 057
NOVEMBER 28, 2018	DECEMBER 5, 2018	December 18, 2018
<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 928 447 321	<b>Specialty Care Providers Training &amp; Education</b> Call line: 1-844-740-1264 Event Number: 927 344 080	<b>Electronic Visit Verification Training &amp; Education</b> Call line: 1-844-740-1264 Event Number: 921 713 626
2019 Provider Webinar Schedule		
JANUARY 23, 2019	FEBRUARY 27, 2019	MARCH 27, 2019
<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 928 399 274	<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 921 364 613	<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 921 500 799
APRIL 24, 2019	May 22, 2019	June 26, 2019
<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 928 377 183	<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 929 560 968	<b>Provider Orientation *</b> Call line: 1-844-740-1264 Event Number: 927 705 860

\*Provider Orientation - Open to all Providers and Staff.

## Texas Health Steps

### Postpartum Depression Screening Benefit

Effective for dates of service on or after July 1, 2018, postpartum depression screening will be a benefit of Texas Medicaid. Screening for postpartum depression during the infant's Texas Health Steps medical checkup is recommended, not required. Providers may receive separate reimbursement for postpartum depression screening, in addition to the infant's Texas Health Steps medical checkup or follow-up visit.

Submitting Claims for Postpartum Depression Screening:

- Must be submitted under the infant's Medicaid client number.
- Restricted to clients who are 12 months of age and younger.

- Screening and referral is not contingent upon the mother's Medicaid eligibility.
- Procedure codes G8431 and G8510 must be submitted on the same claim, same date of service and provider as one of the following Texas Health Steps medical checkup or follow up visit procedure codes: 99211, 99381, 99382, 99391, and 99392.
- Only one procedure code, either G8431 or G8510, may be reimbursed per provider, in the 12 months following the infant's birth.

Providers may refer to the current [Texas Medicaid Provider Procedures Manual, Children's Services Handbook](#) for additional Texas Health Steps Postpartum Depression Screening information.

### **Mental Health Screenings**

Effective July 1, 2018 Mental Health screening for behavioral, social and emotional development is required at each Texas Health Steps checkup birth through age 20.

Major changes to this medical benefit policy include the following:

- Changes to limitation for mental health screening for clients 12 through 18 years of age
- Update to mental health screening tools recognized by Texas Health Steps

Effective July 1, 2018, Texas Health Steps will allow clients 12 through 18 years of age to receive a mental health screening (procedure codes 96160 or 96161) using one or more of the validated, standardized mental health screening tools recognized by Texas Health Steps, once per calendar year during a Texas Health Steps checkup.

Texas Health Steps recommends all clients who are 12 through 18 years of age receive a mental health screening using one of the Texas Health Steps recognized mental health screening tools.

The following validated, standardized mental health screening tools will be added:

- Patient Health Questionnaire (PHQ-9) Modified for Adolescents (PHQ-A [depression screen])
- Patient Health Questionnaire (PHQ-A [anxiety, eating problems, mood problems and substance abuse])

Providers may refer to the current [Texas Medicaid Provider Procedures Manual, Children's Services Handbook](#) for additional Texas Health Steps Mental Health Screening information.

## Preventing Lead Exposure

Texas law requires reporting of all blood lead test results-both elevated and non-elevated for children 14 years and younger. [Visit the Texas Health and Human Services Preventing Lead Exposure](#) page to learn how to screen, test, and retest for lead levels in children; how to properly collect blood specimens; and how to use the state's 24/7 electronic system for mandatory reporting of test result. Texas Health and Human Services provides free online [Provider Education visit the Texas Childhood Lead Poisoning Prevention Program](#) page to view the courses offered.

## DO YOU HAVE A CLAIMS QUESTION?

Did you receive a claim denial you do not understand? Our Claims Department is available to assist you and answer your claim questions. Please feel free to contact them at **888-243-3312** for claim questions or denial clarification.

Do you need to submit an appeal? Submit claim appeals via our Secure Provider Portal by visiting [www.cookchp.org](http://www.cookchp.org). Providers have 120 calendar days from the printed disposition date of the Explanation of Payment to submit an appeal. Make sure to include a letter with a clear explanation of why you feel the claim payment or denial is incorrect and what outcome you are expecting. Also attach any necessary documentation (MSRP, TMHP Guidelines, and Primary Insurance EOB, etc.) that supports the request.

## REMINDERS

### Genetic Testing Prior Authorization

Cook Children's Health Plan requires prior authorization on some laboratory codes. The prior authorization request must be completed, signed and dated by the provider rendering direct care to the Member. Prior authorization requests from laboratory providers will not be processed. The requesting provider must share the authorization number with the laboratory provider submitting the claim. The requesting provider must confirm that the laboratory provider is in network with Cook Children's Health Plan.

To facilitate a determination of medical necessity and avoid unnecessary denials, the requesting physician must provide correct and complete information, including accurate medical necessity of the services. Medical documentation that is submitted by the physician must verify the Member's diagnosis and/or family history. Requisition forms from the laboratory are not sufficient for the establishment of a Member's personal or family history.

Visit the [Prior Authorization Lookup](#) page on our website and use the tool to confirm if a service code requires prior authorization. Remember that prior authorization is not a guarantee of payment. Payment is subject to the Member's eligibility and benefits on the date of service.

## Children's Services Handbook Updates

TMHP updated the Texas Medicaid Provider Procedures Manual, Children's Services Handbook, Section 2.7.3.6, "Documentation of Supply Delivery," and Durable Medical Equipment, Medical Supplies, and Nutritional Products Handbook, Section 2.2.3, "Medical Supplies," to modify the delivery slip requirement. Providers were previously required to submit the same date as indicated on the delivery slip or corresponding invoice.

The following statement will be updated in the handbook sections stated above: For the delivery of DME and expendable medical supplies, providers will be allowed one business day before or one business day after the date of service as documented on the delivery slip or a corresponding invoice.

Providers may refer to the current [Texas Medicaid Provider Procedures Manual, Durable Medical Equipment, Medical Supplies, and Nutritional Services Handbook](#).

## Claim Edits

As previously communicated, the Claim File Indicator and Coordination of Benefits (COB) claim edits became effective September 1, 2018. Claims that do not pass these edits will be rejected back to the provider for correction and resubmission. Claim edits can be found by visiting the [Provider News](#) page on our website.

## Clinician-Administered Drugs

It is our goal to provide you with the most pertinent information to ensure that claims are processed and reimbursed timely and accurately. Texas Medicaid Provider Procedures Manual's Inpatient and Outpatient Hospital Services Handbook (4.5.5 Outpatient Hospital Revenue Codes) has instruction on appropriate revenue codes that need to be used by hospitals when billing for various types of products and services covered by Texas Medicaid.

The Vendor Drug Program publishes the National Drug Code (NDC)-to-Healthcare Common Procedure Coding System (HCPCS) Crosswalk file to list the Clinician-Administered Drugs (CAD) that are covered by Texas Medicaid. Claims for CAD drugs must contain a valid HCPCS, NDC, NDC Quantity, and NDC Unit of Measurement. CAD claims submitted by outpatient hospital facilities must be billed with revenue code 636.

Please refer to Texas Medicaid Provider Procedures Manual for additional information on coverage of Clinician-Administered Drugs. The NDC-to-HCPCS Crosswalk and additional CAD provider training materials are located on the [Texas Health and Human Services Vendor Drug Program's website](#).

Please visit the [Pharmacy Information](#) page on our website for additional information.

## Provider Services

**888-243-3312**

Monday – Friday, 8am – 5pm

[cookchp.org](http://cookchp.org)

Department	Services Provided	Contact Information
<b>Coordination Of Benefits/Other Health Insurance</b>	Other Health Insurance research request, notifications and Third Party Resources/Cost Avoidance Verification Reports	<a href="mailto:CCHPCOB@cookchildrens.org">CCHPCOB@cookchildrens.org</a>
<b>Interpreter/Translations</b>	Linguistic Services, Interpreter Requests, ISP translation Requests, Interpreter complaints	<a href="mailto:CCHPInterpreterRequest@cookchildrens.org">CCHPInterpreterRequest@cookchildrens.org</a>
<b>Customer Service</b>	Any member demographic updates, PCP changes, ID Card requests, Value Added Services forms, legal documentation	682-885-8401, Star Kids 844-843-0004 <a href="mailto:CCHPCustomerSvc@cookchildrens.org">CCHPCustomerSvc@cookchildrens.org</a>
<b>Member Advocates</b>	Access to Care requests from HHSC and Maximus, complaints/appeals assistance for Members, request for member call backs from a Member Advocate	<a href="mailto:CCHPMemberAdvocate@cookchildrens.org">CCHPMemberAdvocate@cookchildrens.org</a>
<b>Claims Department</b>	Claim Status, Payments, Appeals or Questions	<a href="mailto:CCHPClaims@cookchildrens.org">CCHPClaims@cookchildrens.org</a> <a href="mailto:CCHPClaimAppeals@cookchildrens.org">CCHPClaimAppeals@cookchildrens.org</a>
<b>Care Management</b>	Prior-Authorizations, Case Management, Referrals, Disease Management, Member Education Requests	682-885-8402 844-346-8402 Toll Free Fax <a href="mailto:CCHPStarKidsCoordination@cookchildrens.org">CCHPStarKidsCoordination@cookchildrens.org</a> 682-303-0005 STAR Kids LTSS 844-843-0005 Toll Free Fax
<b>Compliance</b>	Member & Provider Complaints, Fraud, Waste, and Abuse	682-303-0276 <a href="mailto:CCHPcompliance@cookchildrens.org">CCHPcompliance@cookchildrens.org</a>
<b>Network Development</b>	Credentialing, Contracting, Demographic Changes, NPI/TPI updates, Billing Updates	682-885-8403 <a href="mailto:CCHPNetworkDev@cookchildrens.org">CCHPNetworkDev@cookchildrens.org</a>
<b>Finance</b>	Electronic Fund Transfer, Electronic Remittance Advice	<a href="mailto:CCHPFinance@cookchildrens.org">CCHPFinance@cookchildrens.org</a>
<b>Quality</b>	Quality of Care Concerns, HEDIS, Access and Availability	<a href="mailto:CCHPQualityImprovement@cookchildrens.org">CCHPQualityImprovement@cookchildrens.org</a>
<b>Provider Relations</b>	Provider Education and Training	682-885-8436 <a href="mailto:CCHPProviderRelations@cookchildrens.org">CCHPProviderRelations@cookchildrens.org</a>

Department	Phone Number	Fax Number	Services Provided
National Vision Administrators (NVA)	888-830-5630 <a href="mailto:providers@e-nva.com">providers@e-nva.com</a>	888-830-5560	Vision Services
Beacon Health Services	855-481-7045 <a href="mailto:Provider.Relations@beaconhs.com">Provider.Relations@beaconhs.com</a>	855-371-9227	Mental Health Services
Navitus Pharmacy	866-333-2757 <a href="mailto:providerrelations@navitus.com">providerrelations@navitus.com</a> 877-908-6023 (toll Free)	866-808-4649	Provider Relations/Contracts Texas Provider Hotline

**Availity 800-282-4548**

**Electronic Claims Payor ID's**

**CHIP Payor ID – CCHP1**

**STAR/STAR Kids Payor ID – CCHP9**

**Paper Claims Address:**

Cook Children's Health Plan  
P. O. Box 961295  
Fort Worth, TX 76161-1295

**Appeals, COB and General Mailing Address**

Cook Children's Health Plan  
P.O. Box 2488  
Fort Worth, TX. 76113-2488