

Spring  
2017

**CookChildren's**  
Health Plan

## Provider Newsletter



### **Current Children's Health Insurance Program (CHIP) Providers Must Complete Enrollment with TMHP by December 31, 2017 to Continue to Receive Reimbursement for CHIP Services**

Federal law and regulation require states to screen and enroll all network providers including Children's Health Insurance Program (CHIP) providers by December 31, 2017. To meet this requirement and continue receiving reimbursement for services, providers who currently render services to CHIP members through a managed care organization (MCO) must complete enrollment with the Texas Medicaid & Healthcare Partnership (TMHP) by December 31, 2017.

While the enrollment process and application are the same for Medicaid and CHIP providers, CHIP only providers are not required to participate in Texas Medicaid. CHIP only providers must follow the instructions below to indicate they intend to serve only CHIP members and to ensure that they do not appear on the Medicaid online provider lookup (OPL).

**Note:** *CHIP providers actively enrolled with TMHP as a Medicaid provider do not need to repeat the enrollment process to continue to receive reimbursement for CHIP services.*

#### **Enrollment Information Specific to CHIP Providers**

Beginning July 1, 2017, providers can indicate in the enrollment application that they intend to serve only CHIP members. Providers must document this appropriately to ensure they are not displayed as a Medicaid provider on the online provider lookup (OPL).

CHIP providers are encouraged to enroll using the Provider Enrollment on the Portal (PEP). Additionally, the Provider Information Management System (PIMS) will be updated with options for providers to designate that they intend to serve only CHIP members.

Providers should begin the enrollment process as soon as possible. The PIMS update will allow providers who start the enrollment process before these updates occur, to designate themselves as CHIP only providers on the OPL after they are enrolled.

For more information, providers should visit the upcoming CHIP webpage that will be added to TMHP.com in the next few weeks.

**For more information, call the TMHP Contact Center at 1-800-925-9126.**

## What's inside

- **CHIP PROVIDER ENROLLMENT – PROVIDER NOTIFICATION**
- **THSTEPS**
  - PERIODICITY SCHEDULE
  - QUICK REFERENCE GUIDE
- **MIGRANT FARM WORKERS**
- **STAR KIDS REMINDERS**
  - LTSS BILLING MATRIX
- **INTERPRETER SERVICES IN PROVIDER'S OFFICE**
- **PROVIDER CLAIM APPEAL REMINDER**
- **FEDERALLY QUALIFIED HEALTH CENTERS AND RURAL HEALTH CENTERS**

## STAR KIDS REMINDERS

### LONG TERM SERVICES AND SUPPORTS (LTSS) BILLING MATRIX

Long-Term Services and Supports (LTSS) are home and community based services and supports, used by individuals with functional limitations and chronic illnesses, who need assistance to support living in a community setting versus a facility or institute.

If you are currently delivering Long Term Services and Supports under STAR Kids, you are required to bill for services according to the uniform LTSS Billing Matrix. The codes and modifiers for LTSS provided in STAR Kids may be different than those used by Texas Medicaid & Healthcare Partnership (TMHP) or the Health and Human Services Commission (HHS) so a crosswalk is provided. LTSS Providers must use the "designated position" of the modifiers as indicated on the Matrix when filing claims. A copy of that Billing Matrix can be found at [SKH, Appendix II, Long Term Services and Support Billing Procedures | Texas Health and Human Services](#). Be sure and check the HHS website frequently for any updates. Currently, an updated matrix with an effective date of June 5, 2017 can be found at [SKH, Appendix III, LTSS Billing Matrix and Crosswalk](#).

### TEXAS HEALTH STEPS (THSTEPS)

#### PERIODICITY SCHEDULE

As a reminder, Cook Children's Health Plan (CCHP) follows the State of Texas Medicaid guidelines for Texas Health Steps checkups. Texas Health Steps Medical Checkup Periodicity Schedule for infants, children, and adolescents (birth through 20 years of age) specifies screening procedures required at each stage of the client's life to ensure that health screenings occur at age-appropriate times in a member's life.

Please note that the schedule has been revised to reflect policy changes effective February 1, 2017. You can download the schedule in various formats directly from the Texas Department of State Health Services website at [Texas Health Steps, Home page](#).

#### QUICK REFERENCE GUIDE

In addition, the following updates were made to the Texas Health Steps (THSteps) Quick Reference Guide:

- Procedure code 99420 was replaced with procedure codes 96160 and 96161, and a benefit limitation statement was added below the column titled "Mental Health Screening."
- Procedure code 90674 was added below the column titled "Immunizations Administered."

The updated document is available on the THSteps section of the TMHP website at [THSteps Quick Reference Guide](#). For more information, call the TMHP Contact Center at 1-800-925-9126.

## MIGRANT FARM WORKERS

Do any of your patients travel from place to place to work on farms or ranches? This includes farming, ranching or preparing crops, dairy products, poultry or livestock for sale. Cook Children's Health Plan has special Medicaid services for your whole family, regardless of insurance status.

Cook Children's Health Plan can help you with:

- Scheduling medical appointments including Texas Health Steps medical checkup and sick visit appointments.
- Finding a primary care provider or an after-hours clinic for your child. We can also assist in finding an affordable clinic for someone in your household without insurance coverage.
- Locating free transportation.
- Information about government programs that offer assistance in paying utilities, rent or buying groceries.

Please don't hesitate to call us with any questions that may arise. For further assistance, please call 800-964-2247 and ask to speak with the Outreach Department.

## INTERPRETER SERVICES IN THE PROVIDER'S OFFICE

If a provider does not have someone to translate for a Member during their appointment, Cook Children's Health Plan will provide translation services via CyraCom or face-to-face interpreter services. Keep in mind that Cook Children's Health Plan requires at least a two-day notice. It is suggested that you have the Member call the health plan as soon as they make the appointment to arrange for this service. Members can call our Member Services Department at 800-964-2247 or 682-885-2247.

## PROVIDER CLAIM APPEAL REMINDER

Provider appeals must be submitted in writing and received by the health plan within one hundred twenty (120) calendar days of the printed disposition date on the Explanation of Payment with all supporting documentation. Providers may submit appeals online through our Provider Secure Portal at [www.cookchp.org](http://www.cookchp.org) and selecting provider appeal. Supporting documentation can be uploaded using the attachment feature. Written appeals should be mailed or faxed to:

Cook Children's Health Plan	Fax: 682-885-8401
Attention: Appeals	Phone: 682-885-2247 or Toll Free: 800-964-2247
PO Box 2488	
Fort Worth, TX 76113-2488	
<a href="mailto:CCHPClaimAppeals@cookchildrens.org">CCHPClaimAppeals@cookchildrens.org</a>	

### Important Reminder

Changes or errors in CPT Codes are not considered payment appeals. Corrected claims should be resubmitted to the health plan with a notation of corrected claim.

## FEDERALLY QUALIFIED HEALTH CENTERS (FQHC) AND RURAL HEALTH CENTERS (RHC)

Federally Qualified Health Centers (FQHC) and Rural Health Centers (RHC) are reimbursed their assigned encounter rate for services. FQHCs and RHCs must bill a T1015 procedure code and the applicable modifier for general medical services.

Exception claims (e.g. Texas Health Steps and Family Planning) must be billed as described in Texas Medicaid Provider Procedure Manual with the most appropriate procedure code(s) using the required modifier(s) when appropriate and must follow program-specific rules.

Please Note: To ensure Cook Children's Health Plan has the correct encounter rate, Providers must forward new encounter rate letter to the Cook Children's Health Plan Network Development Department.

- Fax Number: 682-885-8403
- Email Address: [CCHPNetworkDev@cookchildrens.org](mailto:CCHPNetworkDev@cookchildrens.org)

Providers may use the following table to submit claims to Cook Children's Health Plan:

Service	FQHC / RHC	Codes to Bill
Texas Health Steps	CMS-1500 / CMS-1450 (UB-04)	CPT
Well Child Visits	CMS-1500 / CMS-1450 (UB-04)	CPT
Family Planning	CMS-1500 / CMS-1450 (UB-04)	CPT
Acute Care Visits	CMS-1450 (UB-04)	T1015

**For more information, Providers should refer to the Texas Medicaid Provider Procedure Manual at [tmhp.com](http://tmhp.com).**

**COOK CHILDREN'S HEALTH PLAN MAIN NUMBER:**

**682-885-2247 OR 800-964-2247 TOLL FREE**

Hours of Operation: Monday – Friday 8:00am – 5:00pm

Visit our website at [www.cookchp.org](http://www.cookchp.org)

Department	Fax Number	Service Provided
Member Services	682-885-8401 STAR Kids 800-964-2247 <a href="mailto:cchpmemberservices@cookchildrens.org">cchpmemberservices@cookchildrens.org</a>	Eligibility, Benefits, or General Inquiries
Claims Department	682-885-8404 <a href="mailto:CCHPClaims@cookchildrens.org">CCHPClaims@cookchildrens.org</a>	Claims Status, Payments, Appeals or Questions
Care Management	682-885-8402 844-346-8402 Toll Free Fax 682-303-0005 STAR Kids LTSS 844-843-0005 Toll Free Fax	Prior-Authorizations, Case Management, Referrals, Disease Management
Compliance	682-303-0276 <a href="mailto:CCHPCCompliance@cookchildrens.org">CCHPCCompliance@cookchildrens.org</a>	Member & Provider Complaints, Fraud, Waste, and Abuse
Network Development	682-885-8403 <a href="mailto:CCHPNetworkDev@cookchildrens.org">CCHPNetworkDev@cookchildrens.org</a>	Credentialing, Contracting, Demographic Changes, NPI/TPI update, Billing Updates
Provider Relations	682-885-8436 <a href="mailto:CCHPProviderRelations@cookchildrens.org">CCHPProviderRelations@cookchildrens.org</a>	Provider Education & Training
Outreach	682-303-2245 <a href="mailto:CCHPOutreach2@cookchildrens.org">CCHPOutreach2@cookchildrens.org</a>	Questions about Migrant Farm Workers, THSteps/Well Child Appointments
Outbound	682-303-2244 <a href="mailto:CCHPOutbound@cookchildrens.org">CCHPOutbound@cookchildrens.org</a>	Health Risk Assessments (HRA)

Department	Phone Number	Fax Number	Service 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:ProviderRelations@beaconhs.com">ProviderRelations@beaconhs.com</a>	855-371-9227	Mental Health Services

**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

**CHIP Payor ID**  
CCHP1

**STAR/STAR Kids Payor ID**  
CCHP9