



888-243-3312
 Monday – Friday 8am to 5pm
www.cookchp.org

Department	Type of Issue or Request	Email Address	Fax Number
Care Management	Prior-Authorizations, Case Management, Referrals, Disease Management, Member Education	CCHPSTARKidsCCC@cookchildrens.org CCHPPriorauthorizations@cookchildrens.org CCHPDenialandAppeal@cookchildrens.org	682-885-8402 844-346-8402 682-303-0005 STAR Kids LTSS 844-843-0005
Claims Department	Claim Status, Payments, Appeals or Questions	CCHPClaims@cookchildrens.org CCHPClaimAppeals@cookchildrens.org	
Compliance	Member and Provider Complaints, Fraud, Waste and Abuse	CCHPCompliance@cookchildrens.org	682-303-0276
Coordination of Benefits	Other Health Insurance, Third Party Resources, Cost Avoidance Verification Reports	CCHPCOB@cookchildrens.org	
Customer Service	Member Demographic Updates, PCP Changes, ID Card Requests, Value Added Services, Legal Documentation	CCHPCustomerSVC@cookchildrens.org	682-885-8401 STAR Kids 844-843-0004
Finance	Electronic Funds Transfer, Electronic Remittance Advice	CCHPFinance@cookchildrens.org	
Interpreter Services	Interpreter Requests, Translation Requests, Interpreter Complaints	CCHPInterpreterRequest@cookchildrens.org	
Member Advocates	STAR Kids Member Assistance for Access to Care, Complaints and Appeals	CCHPMemberAdvocate@cookchildrens.org	

Department	Type of Issue or Request	Email Address	Fax Number
Network Development	Credentialing, Contracting, Demographic Changes (TPI, NPI, Billing Updates)	CCHPNetworkDev@cookchildrens.org	682-885-8403
Provider Relations	Provider Education and Training	CCHPProviderRelations@cookchildrens.org	682-885-8436
Quality	Quality of Care Concerns, HEDIS, Access and Availability	CCHPQualityImprovement@cookchildrens.org	

Vendor	Service	Email Address Website	Number
Availity	Claims Clearinghouse CHIP Payor ID: CCHP1 STAR/STAR Kids Payor ID: CCHP9	Website: www.availity.com	Ph.: 800-282-4548
Beacon Health Services	Mental Health Services	Email: TexasProviderRelations@beaconhealthoptions.com Website: www.beaconhealthoptions.com/providers/login/	Ph.: 855-481-7045 Fax: 855-371-9227
National Vision Administrators (NVA)	Vision Services	Email: Providers@e-nva.com	Ph.: 888-830-5630 Fax: 888-830-5560
Navitus Pharmacy	Prescription Services	Email: Providerrelations@navitus.com Website: www.navitus.com	Ph.: 866-333-2757 Hotline: 877-908-6023 Fax: 866-808-4649

Paper Claims Mailing 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