TMHP AND HHSC CONTACT INFORMATION

CSHCN SERVICES PROGRAM PROVIDER MANUAL

NOVEMBER 2026

TEXAS
Health and Human
Services

TMHP AND HHSC CONTACT INFORMATION

Table of Contents

1.1 TMHP-CSHCN Services Program Contact Information 3
1.1.1 CSHCN Services Program Telephone and Fax Communication 3
1.1.2 Written Communication with CSHCN Services Program 3
1.1.3 TMHP-CSHCN Services Program Contact Center 4
1.1.4 TMHP-CSHCN Services Program Automated Inquiry System (AIS) 4
1.1.5 TMHP Regional Representatives 4
1.2 TMHP Website Information 5
1.2.1 Publications 6
1.3 CSHCN Services Program Central and Regional Offices 6
1.3.1 Central Office 6
1.3.2 Regional Offices 7
1.3.2.1 Region 1 7
1.3.2.2 Region 2 7
1.3.2.3 Region 3 8
1.3.2.4 Region 4 8
1.3.2.5 Region 5 North 10
1.3.2.6 Regions 5 South and 6 11
1.3.2.7 Region 7 11
1.3.2.8 Region 8 12
1.3.2.9 Regions 9 and 10 13
1.3.2.10 Region 11 13
1.4 DSHS Health Service Regions Map 15

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1.1 TMHP-CSHCN Services Program Contact Information

1.1.1 CSHCN Services Program Telephone and Fax Communication

Contact	Telephone and Fax Number
TMHP-CSHCN Prior Authorization and Authorization Fax	1-512-514-4222
Provider Enrollment Fax	1-512-514-4214
Provider Enrollment Phone	1-800-568-2413, Option 2
CSHCN Services Program Helpline	1-800-252-8023, Option 2
TMHP Electronic Data Interchange (EDI) Help Desk	1-888-863-3638, Option 4
TMHP EDI Help Desk Fax	1-512-514-4228
Third-Party Resource (TPR) Phone	1-800-846-7307
TPR Fax	1-512-514-4225
Appeal Submission through AIS Line	1-800-568-2413, Option 1
CSHCN Services Program Complaints Unit Fax	1-512-776-7238

1.1.2 Written Communication with CSHCN Services Program

Correspondence	Address
First-Time Claims (Resubmit all "Zero Allowed, Zero Paid" claims. Resubmit claims originally denied as an "Incomplete Claim" on an R&S Report)	Texas Medicaid & Healthcare Partnership Attn: CSHCN Services Program Claims PO Box 200855 Austin, TX 78720-0855
Appeals and Adjustments	Texas Medicaid & Healthcare Partnership Attn: CSHCN Services Program Appeals, MC-A11 12365-A Riata Trace Parkway, Suite 100 Austin, TX 78727
Provider Complaints	CSHCN Services Program ATTN: Complaints Mail Code-1938 PO Box 149030 Austin, TX 78714-9947
Prior Authorization and Authorization	Texas Medicaid & Healthcare Partnership Attn: TMHP-CSHCN Services Program Authorizations Department, MC-A11 12365-A Riata Trace Parkway, Suite 100 Austin, TX 78727
Enrollment	Texas Medicaid & Healthcare Partnership Attn: Provider Enrollment PO Box 200795 Austin, TX 78720-0795
Third-Party Resource	Texas Medicaid & Healthcare Partnership Third-Party Resource Unit PO Box 202948 Austin, TX 78720-9981
Electronic Claims and Rejected Reports (Past the 95-day filing deadline)	Texas Medicaid & Healthcare Partnership PO Box 200645 Austin, TX 78720-0645

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Correspondence	Address
Other Correspondence (Must be directed to a specific department or individual)	Texas Medicaid & Healthcare Partnership Attn: CSHCN Services Program Appeals, MC-A11 12365-A Riata Trace Parkway, Suite 100 Austin, TX 78727

1.1.3 TMHP-CSHCN Services Program Contact Center

The TMHP-CSHCN Services Program Contact Center at 1-800-568-2413 is available Monday through Friday from 7 a.m. to 7 p.m., Central Time, and is the main point of contact for the CSHCN Services Program provider community.

1.1.4 TMHP-CSHCN Services Program Automated Inquiry System (AIS)

Dial 1-800-568-2413 (toll-free) to access the TMHP-CSHCN Services Program AIS. The call is answered automatically. Providers should follow the directions to access AIS and use the automated features to obtain information and services.

The TMHP-CSHCN Services Program AIS provides the following information and services through the use of a touch-tone telephone: claim status, client eligibility, current weekly payment amount, faxed forms, and claim appeals.

The TMHP-CSHCN Services Program AIS eligibility and claim status information is available 23 hours a day, 7 days a week with scheduled down time between 3 a.m. and 4 a.m., Central Time. All other AIS information is available Monday through Friday from 7 a.m. until 7 p.m., Central Time. AIS offers 15 transactions per call.

Note: *Pressing Star then Pound (*#) repeats any information given. Pressing Star then Star (**) begins again if an error was made. Pressing Zero then Pound (0#) at any time repeats the main menu.*

Note: *All users who access www.tmhp.com are required to accept the American Medical Association (AMA) End-user Agreement on the use of Current Procedural Terminology (CPT). For each computer that accesses the TMHP website, the agreement must be accepted every 30 days from the last date on which the agreement was accepted by the user. If the end-user agreement is not accepted on a particular computer every 30 days, no user will be able to enter the website from that computer.*

Refer to: https://www.ama-assn.org/practice-management/cpt/cpt-overview-and-code-approval

1.1.5 TMHP Regional Representatives

The TMHP Provider Relations Department comprises a staff of Austin-based and field-based provider relations representatives who serve the health-care community by furnishing a variety of services and activities designed to inform and educate health-care providers about the CSHCN Services Program policies and claims filing procedures.

Provider Relations activities include the following:

- *Provider education through planned events.* Provider representatives conduct a planned program of educational workshops, webinars, computer-based training (CBT), in-services, and training sessions designed to keep all actively-enrolled providers informed of the latest policies, claim processing procedures, and federal and state regulations affecting CSHCN Services Program. Technical support and training are also provided to TexMedConnect software users.
- *Problem identification and resolution.* A staff of research coordinators is available to assist providers with clarification of Medicaid policies and assist with in-depth problem claim submission issues after initial inquiries are made with the CSHCN Contact Center. Coordinators work closely with field-based regional representatives to coordinate the educational needs of the community.

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- *Relationship with professional health-care organizations.* To ensure that Texas associations that represent health-care professions have up-to-date information about the requirements for participation in the CSHCN Services Program, the Provider Relations Department maintains a working relationship with these organizations. Also, the Provider Relations Department participates in several events sponsored by Texas health-care associations, such as conventions and conferences.

Providers must call the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413 to speak to a representative who can answer questions.

If the Contact Center representative determines that an inquiry can best be handled by the TMHP Provider Relations department, the inquiry will be forwarded to Provider Relations. For example, providers who want to talk to their Provider Relations representative about a visit, in-service, or training, can call the Contact Center, and the Contact Center will forward the request to Provider Relations.

Provider relations representatives, the area they serve and additional information, including a regional listing by county and workshop information, is available on the TMHP website at www.tmhp.com/resources/provider-support-services.

1.2 TMHP Website Information

The TMHP website at www.tmhp.com is a valuable resource that provides:

- Information and registration for upcoming provider education and training sessions.
- A file library of publications, such as bulletins, banner messages, and provider manuals.
- Announcements of current and upcoming program changes and other important information.
- A chatbot for frequently asked questions and a live chat to speak with an agent.

Additional advanced features are available for providers that create an account. There is no charge for creating an account on the TMHP website. All enrolled providers are eligible for this service. Once an account has been created, providers have access to:

- Texas Medicaid and the CSHCN Services Program enrollment information.
- Claim Status Inquiry (CSI).
- Eligibility verification (EV).
- Electronic Remittance and Status (ER&S) Report download option.
- Complete instructions for setting up a Provider Administrator account and the use of online CSI, EV, and ER&S Reports.
- E-mail the TMHP-CSHCN Services Program Contact Center.
- Workshop registration.
- Claim submission.
- Claim appeals.
- View the new provider welcome.

New services continue to be added to the website. Visit the TMHP website at www.tmhp.com or call the Electronic Data Interchange (EDI) Help Desk at 1-888-863-3638 for the latest information about online services.

Refer to: The TMHP website at www.tmhp.com for further details and instructions on how to submit claims on the website.

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1.2.1 Publications

All providers have access to the publications available on the TMHP website, including:

- Banner messages—a weekly history of banner messages.
- EDI reference and connectivity guides.
- Fee schedules.
- Provider manuals.

Search Capabilities for the CSHCN Services Program Provider Manual

The online version of the *CSHCN Services Program Provider Manual* is available in portable document format (PDF), which can be viewed in Adobe® Acrobat® or Reader®. The Bookmarks window located on the left side of the screen provides a link to each heading within the manual. Click on the heading or link to quickly access the topic of interest.

Providers can use the following instructions to search the online version of the manual by a keyword or phrase:

1) Click the **Search** icon (binoculars) in the toolbar located at the top of the page. The Acrobat Find window opens.
2) In the Find What window, enter a keyword or phrase. Choose one of the following options, if applicable to the search:
   - Whole word only
   - Case-Sensitive
   - Include Bookmarks
   - Include Comments
3) Click **Search**. The cursor moves to the first place within the manual where the word or phrase appears. Instances found are listed in the Results window.
4) To search for a different keyword or term, click the **New Search** icon and type in the keyword or term and click **Search**.

1.3 CSHCN Services Program Central and Regional Offices

1.3.1 Central Office

The central offices of the CSHCN Services Program are administratively located within the Office of Specialty Health section of the division for Health & Independence Services at the Health and Human Services Commission (HHSC).

TMHP is the claims administrator, and questions concerning provider enrollment, benefits or coverage, claims processing, and authorizations or prior authorizations should be directed to TMHP. DSHS-CSHCN Services Program welcomes provider comments and suggestions.

Providers can contact the CSHCN Services Program using the following information:

- Telephone toll-free at 1-800-222-3986 (may be used only in Texas)
- Fax to CSHCN Services Program at 1-512-206-3988 or the Austin local number at 1-512-776-7238
- Send email to cshcn@hhs.texas.gov

Providers of Family Support Services (e.g., respite care, home and vehicle modification) are enrolled and reimbursed by the CSHCN Services Program. Enrollment applications are available on the TMHP website at https://www.tmhp.com/topics/provider-enrollment/how-apply-enrollment.

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Mail completed enrollment applications to the following address:

CSHCN Services Program—Provider Enrollment
MC-1938
PO Box 149030
Austin, TX 78714–9947
Fax: 1-512-776-7238

Additional information about the CSHCN Services Program is available online at www.hhs.texas.gov/providers/health-services-providers/children-special-health-care-needs-services-program-providers.

1.3.2 Regional Offices

Case management and client eligibility services are provided by a statewide network of regionally-based social service program consultants and include the following activities:

- Coordination of medical services
- Linkage to available resources
- Acting as a liaison among the client, family, and caregivers
- Management of institutional services, insurance carriers, and other services required for the improved well-being of the client and family

Refer to: "Appendix A: Acronyms and Initialisms Dictionary" for definitions of the abbreviated academic degrees listed in the following tables.

1.3.2.1 Region 1

DSHS Health Service Region (HSR) 1 3407 Pony Express Way, Amarillo, TX 79118 Telephone: 1-806-655-7151 Fax: 1-806-373-4757	
1L - Lubbock Regional Office Health Services Region 1 6302 Iola Ave. Lubbock, TX 79424–2721 Telephone: 1-806-744-3577 or 1-806-783-6452 Fax: 1-806-783-6455	

1.3.2.2 Region 2

2A - Abilene Office Health Services Region 2 4601 South First Street, Suite L Abilene, TX 79605–1466 Telephone: 1-325-795-5847 Fax: 1-325-795-5894	

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1.3.2.3 Region 3

3 - Regional Office (Arlington) Health Services Region 3 1301 South Bowen Road, Suite 200 Arlington, TX 76013–2262 Telephone: 1-817-264-4634 or 1-817-264-4619 Fax: 1-817-264-4911	
Bonham Office PO Box 605 (mailing address) 1205-A East Sam Rayburn (physical address) Bonham, TX 75418 Telephone: 1-903-486-9258 Fax: 1-903-486-9286	
Granbury Office 214 North Travis Street Granbury, TX 79048 Telephone: 1-817-579-2117 Fax: 1-817-578-3310	
Denton Office 3612 East McKinney Denton, TX 76209 Telephone: 1-940-320-8275 Fax: 1-940-591-6254	

1.3.2.4 Region 4

4/5N - Regional Office (Tyler) Health Service Region 4/5N 2521 West Front Street Tyler, TX 75702–7822 Telephone: 1-903-533-5269 Toll free: 1-877-340-8842 Fax: 1-903-535-7593	
Athens Office 708 East Corsicana Athens, TX 75751 Telephone: 1-903-675-9107 Fax: 1-903-675-3622	
Carthage Office 1430 South Adams Carthage, TX 75633 Telephone: 1-903-693-9322 Toll Free: 1-800-306-0568 Fax: 1-903-694-2316	

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Gilmer Office 324 Yapaco Gilmer, TX 75644 Telephone: 1-903-843-3030 Fax: 1-903-843-4264	
Henderson Office 700 Zeid Blvd. Henderson, TX 75652 Telephone: 1-903-655-6256 Toll Free: 1-800-306-0568 Fax: 1-903-655-0104	
Linden Office 213 Hwy 8 N (physical address) 123 Kaufman (mailing address) PO Box 300 Linden, TX 75563 Telephone: 1-903-756-4807 Fax: 1-903-756-5146	
Longview Office 1750 North Eastman Road Longview, TX 75601–3347 Telephone: 1-903-232-3289 Toll Free: 1-866-327-1364 Fax: 1-903-232-3278	
Marshall Office 4105 Victory Drive Marshall, TX 75670 Telephone: 1-903-927-0218 Toll Free: 1-866-327-1364 Fax: 1-903-927-0290	
Mount Pleasant Office 1014 North Jefferson Mount Pleasant, TX 75455 Telephone: 1-903-577-1929 Toll Free: 1-866-268-6465 Fax: 1-903-577-8957	
Palestine Office 320 E. Spring Street, Suite D Palestine, TX 75801 Telephone: 1-903-661-6089 Fax: 1-903-729-7034	
Paris Office 1460 19th Street NW Paris, TX 75460 Telephone: 1-903-737-0236 Fax: 1-903-737-0220	

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Sulphur Springs Office 1400 College, Suite 167 Sulphur Springs, TX 75482 Telephone: 1-903-439-9331 Toll Free: 1-866-518-0601 Fax: 1-903-439-9335	
Texarkana Office 3101 Summerhill Road Texarkana, TX 75703 Telephone: 1-903-791-3229 Fax: 1-903-791-3230	

1.3.2.5 Region 5 North

Center Office 912 Nacogdoches Center, TX 75935 Telephone: 1-936-598-1231 Fax: 1-936-591-0162	
Crockett Office 1034 South Fourth Street Crockett, TX 75835 Telephone: 1-936-545-0360 Fax: 1-936-544-0280	
Jasper Office Jasper-Newton County Public Health District 130 West Lamar Jasper, TX 75951 Telephone: 1-409-384-6829, Ext. 231 Fax: 1-409-384-7861	
Kirbyville Office 314 North Herndon (physical location) PO Box 900 (mailing address) Kirbyville, TX 75956 Telephone: 1-409-423-4612 Fax: 1-409-423-4027	
Livingston Office 410 East Church Street, Suite B Livingston, TX 77351 Telephone: 1-936-328-8240, Ext. 232 Toll Free: 1-888-851-4748 Fax: 1-936-328-8249	
Lufkin Office 1210 South Chestnut Lufkin, TX 75901 Telephone: 1-936-633-3657 Toll Free: 1-877-340-8840 Fax: 1-936-633-3667	

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Nacogdoches Office 2614 N.W. Stallings Drive Nacogdoches, TX 75964-1255 Telephone: 1-936-569-4982 or 1-936-569-4918 Fax: 1-936-569-4989	

1.3.2.6 Regions 5 South and 6

6/5S - Regional Office (Houston) 5425 Polk Avenue, Suite 460 Houston, TX 77023–1497 Telephone: 1-713-767-3111 Fax: 1-713-767-3125	
Beaumont Office 3105 Executive Blvd. Beaumont, TX 77701 Telephone: 1-409-730-1837 Fax: 1-409-730-1845	
Conroe Office 608 North Drive Loop 336 East Conroe, TX 77301 Telephone: 1-936-760-4704, 1-936-760-4750, or 1-936-760-4705 Fax: 1-936-760-4707	

1.3.2.7 Region 7

7T - Temple Office Health Service Region 7 2408 South 37th Street Temple, TX 76504–7168 Telephone: 1-254-771-6791 or 1-800-789-2865 Fax: 1-254-750-9372	
7A - Austin Office Health Services Region 7 1601 Rutherford Lane, Suite C-3 Austin, TX 78754–5119 Telephone: 1-512-873-6308 Toll Free: 1-800-789-2865 Fax: 1-512-873-6345	
Bastrop Office 104 Loop 150 West, Suite 102 Bastrop, TX 78602 Telephone: 1-512-321-2465 Fax: 1-512-321-4861	

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Bryan Office 3000 Villa Maria Bryan, TX 77803 Telephone: 1-979-776-7489 Fax: 1-979-731-0191	
Lockhart Office 1403F Blackjack Street (physical location) PO Box 43 (mailing address) Lockhart, TX 78744 Telephone: 1-512-376-1078 Fax: 1-512-398-0022	
Navasota Office 425 N. Lasalle (physical address) PO Box 1287 (mailing address) Navasota, TX 77868 Telephone: 1-936-825-7586 Fax: 1-936-825-0380	
San Saba Office 421 E. Wallace San Saba, TX 76877 Telephone: 1-325-372-5188 or 1-325-372-5191 Fax: 1-325-372-3297	
Waco Office 801 Austin Avenue, Suite 820F Waco, TX 76701 Telephone: 1-254-750-9339 or 1-254-750-9248 Fax: 1-254-753-0879	

1.3.2.8 Region 8

8 - San Antonio Office Health Service Region 8 7430 Louis Pasteur Drive San Antonio, TX 78229–4507 Telephone: 1-210-949-2142 or 1-210-949-2155 Fax: 1-210-949-2047	
Uvalde Office 112 Joe Carper Drive Uvalde, TX 78801 Phone: 1-830-591-4388 or 1-830-591-4384 Fax: 1-830-278-1831	

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Eagle Pass Office 1593 Veterans Boulevard Eagle Pass, TX 78852 Telephone: 1-830-758-4252 Fax: 1-830-773-4688	
Victoria Office 2306 Leary Lane Victoria, TX 77901 Telephone: 1-361-574-7421 Fax: 1-361-574-7396	

1.3.2.9 Regions 9 and 10

9/10 - El Paso Office Health Services Region 9/10 401 East Franklin, Suite 210 El Paso, TX 79901-1206 Telephone: 1-915-834-7675 Fax: 1-915-834-7808	
Midland Office 2301 N Big Spring Street, Suite 300 Midland, TX 79705 Telephone: 1-432-683-9492 Fax: 1-432-684-3932	
San Angelo Office 622 South Oakes, Suite H San Angelo, TX 76903 Telephone: 1-325-659-7853 Fax: 1-915-655-6798	

1.3.2.10 Region 11

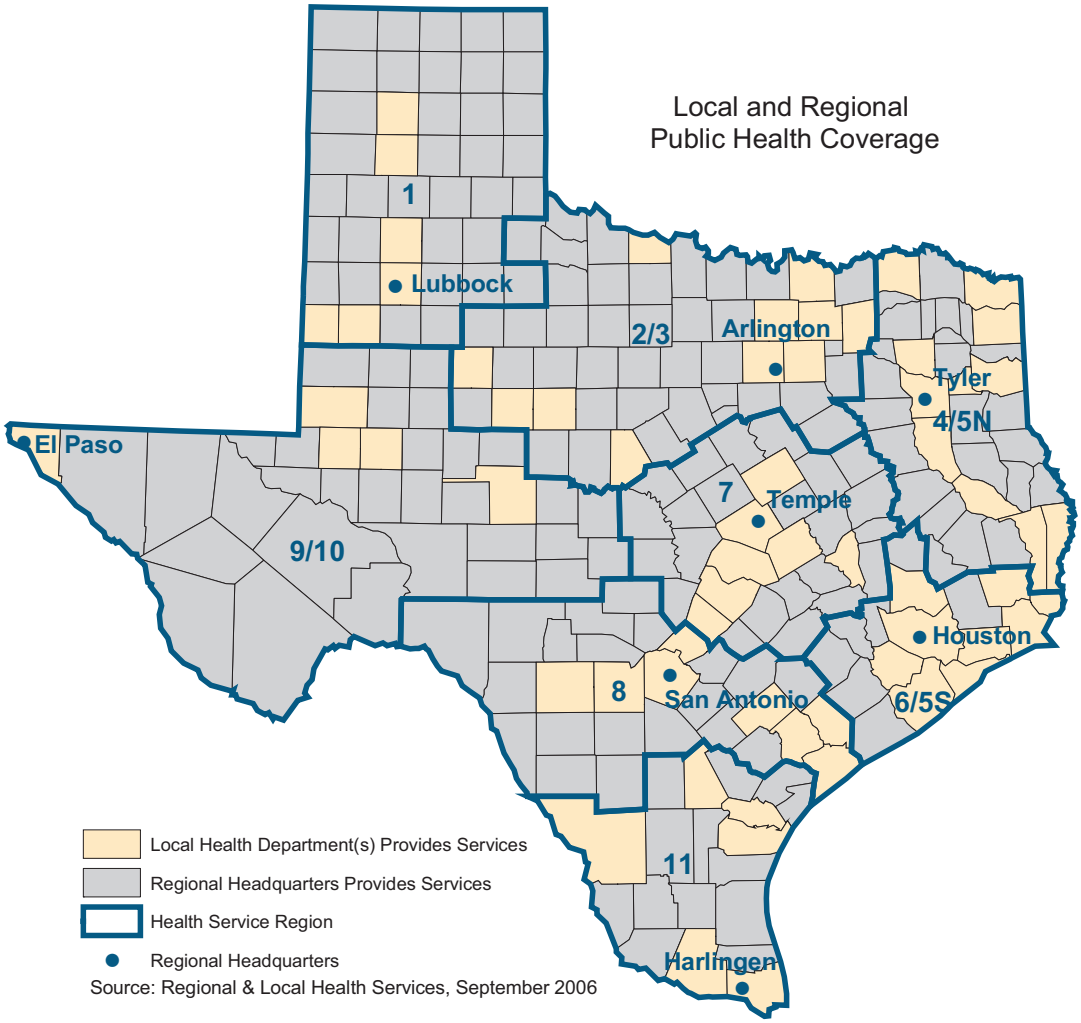
11H - Harlingen Office Health Service Region 11 601 West Sesame Drive Harlingen, TX 78550–4040 Telephone: 1-956-423-0130 Fax: 1-956-444-3293	
Alice Office 408 N. Flournoy, Suite C Alice, TX 78332 Telephone: 1-361-660-2263 Fax: 1-361-668-4000	

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11C - Corpus Christi Office Health Services Region 11 5155 Flynn Pkwy., 4th floor Corpus Christi, TX 78401 Telephone: 1-361-878-3450 Fax: 1-361-883-9942	
11L - Laredo Office 1500 Arkansas Avenue, Suite 3 Laredo, TX 78043–3049 Telephone: 1-956-794-6385 Fax: 1-956-729-8600	
11M - McAllen Office Health Services Region 11 4501 West Business Hwy 83 McAllen, TX 78501–9907 Telephone: 1-956-971-1312 Fax: 1-956-971-1275	
Mercedes Office Health Services Region 11 202 West 2nd Street Mercedes, TX 78570 Telephone: 1-956-825-5300 Fax: 1-956-825-5320	
Brownsville Office 1000 W. Price Road Brownsville, TX 78520 Telephone: 1-956-554-5500 Fax: 1-956-554-5581	
Rio Grande City Office 608 N. Garza Rio Grande City, TX 78582 Telephone: 1-956-487-5556 Fax: 1-956-487-8865	

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1.4 DSHS Health Service Regions Map



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