Appendix A: State, Federal, and TMHP Contact Information

Texas Medicaid Provider Procedures Manual: Vol. 1

November 2026

TEXAS
Health and Human Services

APPENDIX A: STATE, FEDERAL, AND TMHP CONTACT INFORMATION

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A.1 Texas Health and Human Services Commission (HHSC) and Texas Department of State Health Services (DSHS) Office Addresses

Use the following address for general inquiries or for any group that is not listed in the following table:

Texas Health and Human Services Commission
PO Box 13247
Austin, TX 78711-3247

Note: *Remember to use the four-digit addition to the ZIP Code.*

Use the following address for the HHSC Inspector General:

Texas Health and Human Services Commission
Office of Inspector General
PO Box 85200
Austin, TX 78708-5200

Note: *Remember to use the four-digit addition to the ZIP Code.*

For the following groups, use the corresponding address and include the group name on the second line of the address.

Address	Group Name
HHSC Medicaid CHIP–H-200 PO Box 85200 Austin, TX 78708	
HHSC Quality Review/Limited Program—1323 PO Box 85200 Austin, TX 78708	
HHSC Third Party Liability (TPL) PO Box 85200 Mail Code 1354 Austin, TX 78708-5200	
HHSC Medical & UR Appeals Mail Code H-230 4601 W Guadalupe ST Austin, TX 78751	
HHSC Vendor Drug Program (MC-2250) 701 W. 51st St. Austin, TX 78751	
HHSC Family Planning PO Box 149347 Mail Code 0224 Austin, TX 78714-9347	
DSHS PO Box 149347 Austin, TX 78714-9347	Children with Special Health Care Needs (CSHCN) Services Program (Mail Code 1938) Genetic Services (1918) Indigent Health Care (Mail Code 2831) Texas Health Steps (THSteps) (Mail Code 1938) Case Management for Children and Pregnant Women (Mail Code 1938)

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A.2 HHSC Access and Eligibility Services (AES)

Region	Regional Director			Administrative Assistant
01 Lubbock	Beth Miller	Office:	1-806-783-6637	
	6302 Iola Avenue	FAX:	1-806-783-6630	1-806-783-6632
	Lubbock, TX 79424	Mail Code: 217-1		
	Amarillo: 1-806-356-3151	Toll Free:	211 1-877-541-7905	
02/09 Abilene	Sandra McKinney	Office:	1-325-795-5526	
	4601 South First Street	FAX:	1-325-795-5523	1-325-795-5522
	Abilene, TX 79604	Mail Code: 001-1		
	PO Box 521 Abilene, TX 79604	Toll Free:	211 1-877-541-7905	
03 Grand Prairie	Tracy Hays	Office:	1-972-337-6171	
	801 South State Hwy 161	FAX:	1-972-337-6298	1-972-337-6166
	Grand Prairie, TX 75051	Mail Code: 012-5		
	PO Box 532089 Grand Prairie, TX 75053-2089	Toll Free:	211 1-877-541-7905	
04 Tyler	Fay Booker	Office:	1-903-509-5142	
	302 East Rieck Road	FAX:	1-903-509-5133	1-903-509-5125
	Tyler, TX 75703	Mail Code: 313-5		
		Toll Free:	211 1-877-541-7905	
05 Beaumont	Stephanie Semien	Office:	1-409-951-3425	
	350 Pine Street, 9th Floor	FAX:	1-409-951-3449	1-409-730-4027
	Beaumont, TX 77701	Mail Code: 028-1		
		Toll Free:	211 1-877-541-7905	
06 Houston	Gracie Perez	Office:	1-713-767-2417	
	5425 Polk Street, Suite 230	FAX:	1-713-767-2323	1-713-767-3177
	Houston, TX 77023	Mail Code: 178-7		
	PO Box 16017 Houston, TX 77222-6017	Toll Free:	211 1-877-541-7905	
07 Austin	Sandra Dillett	Office:	1-512-832-7617	
	4616-1 West Howard Lane, Suite 120	FAX:	1-512-832-7665	1-512-832-7692
	Austin, TX 78728	Mail Code: 016-1		
		Toll Free:	211 1-877-541-7905	
08 San Antonio	Teriann Lyons	Office:	1-210-619-8226	
	11307 Roszell	FAX:	1-210-619-8293	1-210-619-8019
	San Antonio, TX 78217	Mail Code: 279-4		
	PO Box 23990 San Antonio, TX 78223	Toll Free:	211 1-877-541-7905	

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Region	Regional Director			Administrative Assistant
10 El Paso	Kate Hill	Office:	1-915-834-7580	
	401 East Franklin	FAX:	1-915-834-7582	1-915-834-7581
	El Paso, TX 79901	Mail Code: 111-1		
	PO Box 981017 El Paso, TX 79998-1017	Toll Free:	211 1-877-541-7905	
11 Edinburg	Cynthia Pena	Office:	1-956-316-8272	
	2520 South Veterans Road	FAX:	1-956-316-8175	1-956-316-8277
	Edinburg, TX 78539	Mail Code: 108-1		
	PO Box 960 Edinburg, TX 78540-0960	Toll Free:	211 1-877-541-7905	1-956-316-8361
ART & Customer Care Center	Debra Gault	Office:	1-713-696-2380	
	1457 E 40th St	FAX:	1-956-316-8175	1-979-282-6519
	Houston, TX 77022	Mail Code: 945-1		
MEPD	Rachel Patton	Office:	1-512-908-9431	
	1601 Rutherford Lane	FAX:		1-903-927-0280
	Austin, TX 78754	Mail Code: 227-1		

For additional office information, visit the HHSC website at hhs.texas.gov.

Refer to: Subsection A.5, "DSHS Health Service Regions Map" in this section to identify the regional boundaries.

A.2.1 Telephone Communication with HHSC and DSHS

Contact	Telephone Number
Assessment Utilization Services (limited program) (Option 4)	1-800-436-6184
HHSC Hearing Services for Children (HSC) (hearing aid, evaluations)	1-800-925-9126
DSHS Emergency Medical Services Division	1-512-834-6700
DSHS ImmTrac2 Help Desk	1-800-348-9158
DSHS Immunization Branch	1-800-252-9152
Medical Transportation Program (MTP) Hotline	1-877-633-8747
THSteps/EPSDT Hotline	1-877-847-8377
Vendor Drug Program Pharmacy and Technical Call Center (fee-for-service)	1-800-435-4165

A.3 Client Telephone Communication with HHSC

Clients can call the client toll-free number at 1-800-252-8263.

A.4 Federal and State Telephone Numbers

Telephone Number	Department/Program
1-800-CDC- INFO 1-800-232-4636)	AIDS Hotline (Nationwide, distributed by Centers for Disease Control and Prevention [CDC], Atlanta, Georgia)
1-800-299-2437	HIV/STD InfoLine
1-800-255-1090	Texas HIV Medication Program
1-800-252-5400	Child/Elder Abuse Intake (Department of Family and Protective Services [DFPS])
1-512-776-7420	Vision and Hearing Screening Program (DSHS)
1-512-834-6650, Ext. 2601	*Clinical Laboratory Improvement Amendments* (CLIA) Certification Line

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Telephone Number	Department/Program
1-800-458-9858	Client Abuse Hotline for Long Term Care Services and Support—Nursing Facilities (HHSC)
1-800-252-8263	Client Inquiry Hotline (HHSC) (Medicaid questions from clients with Medicaid only)
1-512-776-7745	THSteps Program (DSHS)
1-888-963-7111 ext. 7318 or 1-512-776-7318 Fax: 1-512-776-7294	THSteps Laboratory Services (DSHS)
1-888-963-7111 ext. 7661 or 1-512-776-7661 Fax: 1-512-776-7672	Laboratory Supply Orders (DSHS)
1-888-963-7111 ext. 7578 or 1-512-776-7578	Report of Laboratory Test Results (DSHS)
1-512-776-7796	HHSC Family Planning
1-800-436-6184	Fraud or Abuse of Provider Services (HHSC Office of Inspector General)
1-800-436-6184	Fraud or Abuse/Long Term Care Services and Support—Nursing Facilities/HHSC
1-800-436-6184	Fraud or Abuse/Client/HHSC Office of the Inspector General
1-800-792-1109	Goal-Directed Therapy
1-512-438-3169 or 1-800-252-8010	Hospice Program (HHSC Policy Development division)
1-800-252-9152	Immunization Branch (DSHS)
1-800-925-9126	Medically Needy Spend Down Unit
1-800-MEDICARE or 1-800-633-4227	Medicare/Social Security Administration
1-800- 925-9126	Newborn Screening (DSHS)
1-800-925-9126	HHSC Hearing Services for Children (HSC)
1-877-787-8999	HHS Office of the Ombudsman (for information about ECI or to refer a child.)
1-800-436-6184	Recipient Utilization Control Unit (HHSC) (for limited status review and for referrals from providers for potential client overutilization, etc.)
1-512-776-7796	Breast and Cervical Cancer Services (DSHS)
1-713-526-2559	Snellen Letter (Tumbling E Wall Chart)
1-800-435-4165	Vendor Drug Program (HHSC) (fee-for-service) (specifically for pharmacy use)
1-877-728-3927	Vendor Drug Program Prior Authorization Center (fee-for-service)
1-866-993-9972	Healthy Texas Women (HTW) program Eligibility
1-512-776-7796	Cervical Cancer Screening

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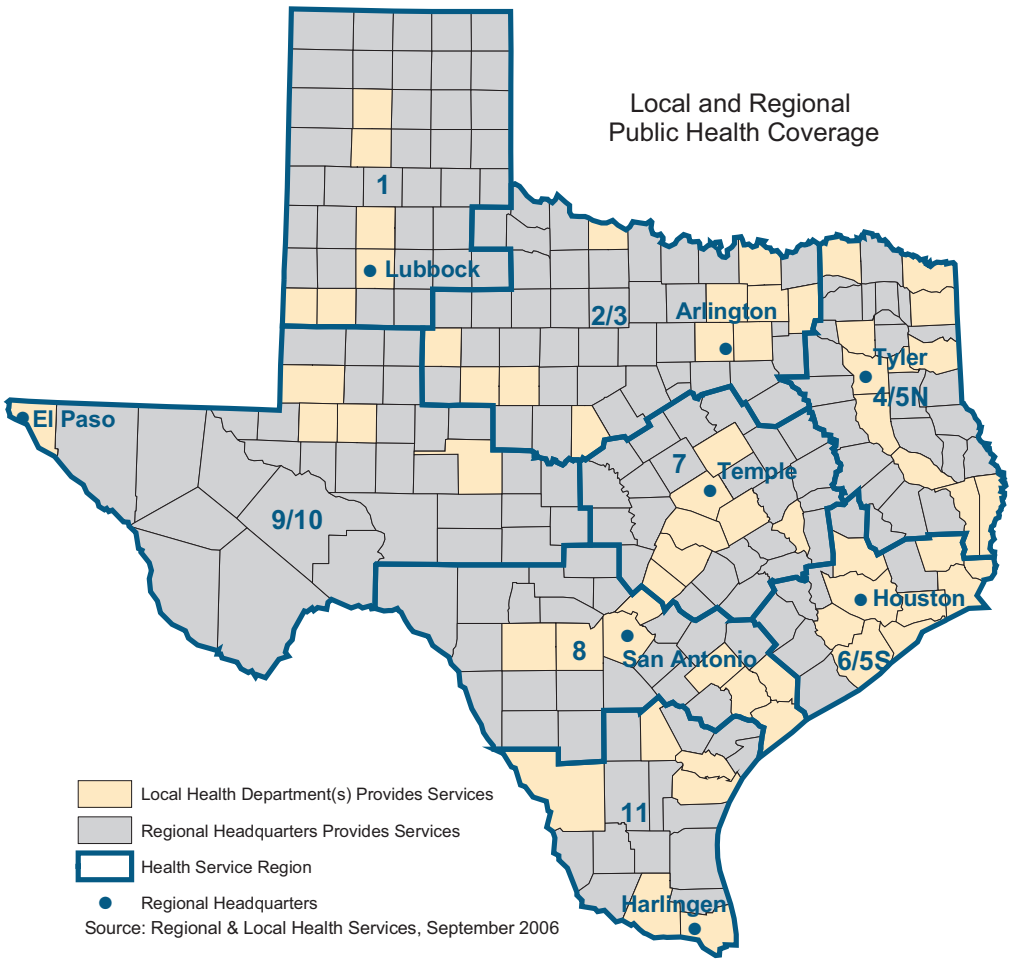
A.5 DSHS Health Service Regions Map



A.6 DSHS Health Service Region Contacts

Health Service Region 1 Regional Office (Lubbock)	Health Service Regions 2 & 3 Regional Office (Arlington)
DSHS/PHR 1 6302 Iola Ave. Lubbock, TX 79424 1-806-744-3577 Fax: 1-806-783-6435	DSHS/PHR 2 & 3 1301 S. Bowen, Suite 200 Arlington, TX 76013 1-817-264-4500 Fax: 1-817-264-4506
Regional Medical Director Peter W. Pendergrass, MD, MPH	Regional Medical Director James A. Zoretic, MD
Deputy Regional Director Barry Wilson	Deputy Regional Director (acting) Earlene Quinn
Manager of Social Work Services and Case Management Judy Lara, LBSW	Manager of Social Work Services and Case Management Lindsay Matousek, LMSW, CCM
Communicable Disease Manager Vacant	Director of Clinic Operations Dorothy Kuhlmann, RN
Immunization Program Manager Keila Johnson	Immunization Program Manager Sonna Sanders

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Health Service Region 1 Regional Office (Lubbock)	**Health Service Regions 2 & 3 Regional Office (Arlington)**
Tuberculosis Team Leader Melanie Lee	Communicable Disease Program Manager Gary Willett
THSteps Operations Lead Elizabeth Stanford 6302 Iola Ave Lubbock, TX 79424 Mail Code: 1899 1-806-783-6445 Fax: 1-806-783-6455	Tuberculosis Team Leader Jeff Ralston Emergency Preparedness Bryan Flow, DVM
	THSteps Operations Lead Grady Asher 1301 S. Bowen Road #200, Mail Code 1905 Arlington, TX 76013 1-817-264-4918 Fax: 1-817-264-4910
	HIV/STD Program Manager Vacant

Health Service Regions 4 & 5 (North) Regional Office (Tyler)	**Health Service Regions 6 & 5 (South) Regional Office (Houston)**
DSHS/PHR 4 & 5 North 2521 West Front Street Tyler, TX 75702 1-903-595-3585 Fax: 1-903-593-4187	DSHS 6 & 5 South 5425 Polk Avenue, Suite J Houston, TX 77023 1-713-767-3000 Fax: 1-713-767-3049
Regional Medical Director Dr. Paul K. McGaha, DO, MPH	Regional Medical Director (Acting) John G. Jordan, M.D., MPH
Deputy Regional Director Vacant	Deputy Regional Director Greta Etnyre, MS, RD
Manager of Social Work Services and Case Management Caleb Rackley, LMSW	Manager of Social Work Services and Case Management Vacant
Director of Nursing Barbara Lay, RN, MSN	Director of Nursing Melinda Denson, RN, MPH
Immunization Program Manager Toni Wright	Immunization Program Manager Angel H. Angco, MBA, RN
HIV/STD Program Manager Charles O'Brien	HIV/STD Program Manager Linda Hollins
Tuberculosis Program Manager Teresa Santiago, RN	Tuberculosis Program Manager Lewis Gonzalez, MD
THSteps Operations Lead Sherrylynn Adams, LBSW 2521 W. Front, Mail Code 1358 Tyler, TX 75702 1-903-533-5357 Fax: 1-903-595-4706	THSteps Operations Lead Shannon Jones 5425 Polk Avenue, Suite J, Mail Code 1906 Houston, TX 77023-1497 1-713-767-3105 Fax: 1-713-767-3125

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* Health Service Region 7 Regional Office (Temple)	Health Service Region 8 Regional Office (San Antonio)
DSHS/PHR 7 2408 S 37th Street Temple, TX 76504-7168 1-254-778-6744 Fax: 1-254-778-4066	DSHS/PHR 8 7430 Louis Pasteur Drive San Antonio, TX 78229 1-210-949-2000 Fax: 1-210-949-2015
Regional Medical Director Lisa Cornelius, MD, MPH	Regional Medical Director Sandra Guerra-Cantu, MD, MPH
Deputy Regional Director Jon Huss	Deputy Regional Director Gail Morrow, MPH
Manager of Social Work Services and Case Management Leesa Ferrero, LMSW	Manager of Social Work Services and Case Management Leticia Guerra, LBSW
Director of Nursing Pauline Culbert, MSN, RN	Director of Nursing Sandra Jones, MSN, CNS
Immunization Program Manager Diane Romnes	Immunization Program Manager Laurie Henefey
HIV/STD Program Manager Al Gonzales	Communicable Disease Program Manager Cherise Rohr-Allegrini, PhD
Tuberculosis Program Manager/Nurse Consultant Dana Schoepf, RN	HIV/STD Program Manager Joanna Nichols, MPH
THSteps Operations Co-Leads Kimberly Langley 1-254-760-1176 2408 S. 37th Street, Mail Code 1902 Temple, TX 76504 Fax: 1-254-778-5490	THSteps Operations Lead Velma Stille 7430 Louis Pasteur Drive, Mail Code 5716 San Antonio, TX 78229 1-210-949-2159 Fax: 1-210-949-2041
THSteps Operations Co-Leads Suzan Hutchison 1-254-231-9195 2408 S. 37th Street, Mail Code 1902 Temple, TX 76504 Fax: 1-254-778-5490	

Health Service Regions 9 & 10 Regional Office (El Paso)	Health Service Region 11 Regional Office (Harlingen)
DSHS/PHR 9 & 10 401 E. Franklin, Suite 210 El Paso, TX 79901 1-915-834-7682 Fax: 1-915-834-7808	DSHS/PHR 11 601 W. Sesame Drive Harlingen, TX 78550 1-956-423-0130 Fax: 1-956-444-3293
Regional Medical Director James A. Zoretic, M.D., M.P.H., Interim Regional Medical Director	Regional Medical Director Brian Smith, MD, MPH
Deputy Regional Director Blanca Serrano, MPH, RS	Deputy Regional Director Sylvia Garces-Hobbs
Manager of Social Work Services and Case Management Patrice Loge, LMSW	Manager of Social Work Services and Case Management Angelica Martinez, MS, LBSW
Director of Nursing Sharon Lindsey, RN	Director of Nursing Darlene Farias, RN
Immunization Program Manager Jose Padilla	Immunization Program Manager Ivette Nunez

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Health Service Regions 9 & 10 Regional Office (El Paso)	Health Service Region 11 Regional Office (Harlingen)
HIV/STD Program Manager Oscar Hernandez	HIV/STD Program Manager Richard Anguiano
Communicable Disease Manager Gale Morrow, MPH, CHES	Tuberculosis Program Manager Maria San Pedro, MSPHN, RN
THSteps Operations Lead Patrice Loge, LMSW 401 E. Franklin, Suite 200, Mail Code 1903 El Paso, TX 79901 1-915-834-7733 Fax: 1-915-834-7802	THSteps Operations Lead Ray Garza 601 W. Sesame Drive, Mail Code 1907 Harlingen, TX 78550 1-956-421-5563 Fax: 1-956-444-3293

A.7 State Participating Local Health Departments and Public Health Districts

Information for local health departments and public health districts can be found on the Texas Department of State Health Services website at: https://www.dshs.texas.gov/regional-local-health-operations/public-health-regions/texas-local-public-health

A.8 Texas Health and Human Services Commission Blind Children's Vocational Discovery and Development Program (BCVDDP)

HHSC, BCVDDP	
Abilene 4601 S. 1st Street, Suite M Abilene, TX 79605-1463 PO BOX 521 MC: 6846 Abilene, TX 79604-0521 1-325-795-5845	Irving 440 S. Nursery Rd. MC: 1469 Irving, TX 75060 1-972-721-6580
Amarillo 28 Western Plaza Dr. MC: 0052 Amarillo, TX 79109 1-806-351-3881	Laredo 1500 N. Arkansas MC: 2031 Laredo, TX 78043 1-956-764-6284
Austin 7701 Metropolis Dr., BLDG 12, Ste. 100 MC: 0172 Austin, TX 78744 1-512-416-5263	Lubbock 6302 Iola St. MC: 2171 Lubbock, TX 79424 1-806-783-6630
Beaumont 3105 Executive Blvd. MC: 0291 Beaumont, TX 77708 1-409-730-1098	McAllen 4501 West Business 83 MC: 2222 McAllen, TX 78501 1-956-971-1281
Bryan College Station 3000 East Villa Maria Rd MC: 7331 Bryan, TX 77803 1-979-776-7492	Odessa 3016 Kermit Hwy. MC: 2503 Odessa, TX 79764 1-432-334-5624

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HHSC, BCVDDP	
Corpus Christi 4410 Dillon Ln. MC: 0734 Corpus Christi, TX 78415 1-361-878-7707	San Angelo 622 South Oakes, Suite D MC: 6979 San Angelo, TX 76903 1-325-659-7653
Dallas 1545 W. Mockingbird Ln. MC: 0889 Dallas, TX 75235 1-214-638-7575	San Antonio 11307 Roszell MC: 2794 San Antonio, TX 78217 1-210-619-8147
El Paso 401 E. Franklin, Suite #240 MC: 6900 El Paso, TX 79901 1-915-834-7072	Tyler 3303 Mineola Highway MC: 3137 Tyler, TX 75702 1-903-595-4841
Fort Worth 4733 E. Lancaster Ave. MC: 1469 Fort Worth, TX 76103 1-817-535-3893	Victoria 2306 Leary Ln. MC: 3192 Victoria, TX 77901 1-361-574-7342
Harlingen 3625 W. Business 83 MC: 1606 Harlingen, TX 78552 1-956-365-0129	Waco 801 Austin Street, Suite 710 MC: 6820 Waco, TX 76701 1-254-750-9623
Houston 1459 E. 45th St. MC: 1737 Houston, TX 77022 1-713-696-3669	Wichita Falls 1328 Oakhurst Dr. MC: 3323 Wichita Falls, TX 76302 1-940-720-8446
Houston-Southeast 10060 Fuqua MC: 6949 Houston, TX 77089 1-713-948-7957	

A.9 HHSC Open Records Requests

Providers who would like to make open records requests should visit the Open Records page of the HHSC website. For general inquiries, such as claim status inquiries, eligibility verification, and prior authorization requests, refer to subsection A.10, "TMHP Telephone and Fax Communication" in this section for contact information.

A.10 TMHP Telephone and Fax Communication

Contact	PA Request Telephone Number	General Inquiry Telephone Number	Fax Number
General Information			
TMHP Contact Center	N/A	1-800-925-9126 or 1-512-335-5986	
Automated Inquiry System (AIS)	N/A	1-800-925-9126 or 1-512-335-5986	
Provider Enrollment	N/A	TMHP Contact Center	1-512-514-4214
Telephone appeals	N/A	1-800-745-4452	

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Contact	PA Request Telephone Number	General Inquiry Telephone Number	Fax Number
TMHP Electronic Data Interchange (EDI) Help Desk	N/A	1-888-863-3638	1-512-514-4228 1-512-514-4230
Program and Prior Authorization Information			
Ambulance (Medicaid and CSHCN Services Program)	1-800-540-0694	TMHP Contact Center	1-512-514-4205 Prior Authorization Only
Children with Special Health Care Needs (CSHCN) Services Program	N/A	1-800-568-2413	1-512-514-4222 Prior Authorization Only
Comprehensive Care Program (CCP) (for CCP prior authorization status and general CCP and Home Health Services information)	N/A	1-800-846-7470	1-512-514-4212 Prior Authorization Only
CCP personal care services (PCS)	N/A	1-888-648-1517	N/A
Inpatient Psychiatric Services Option 1 – CCP Option 2 – Substance use	N/A	1-800-213-8877	1-512-514-4211 Prior Authorization Only
Home Health Services	Requests for new prior authorization or extensions cannot be made over the telephone.	TMHP Contact Center	1-512-514-4209 Prior Authorization Only
Obstetric ultrasound	1-800-302-6167	TMHP Contact Center	1-512-302-5039 Prior Authorization Only
Special Medical Prior Authorization (SMPA)	N/A	TMHP Contact Center	1-512-514-4213) Prior Authorization Only
Texas Health Steps (THSteps) dental inquiries	N/A	1-800-568-2460	N/A
THSteps medical inquiries	N/A	1-800-757-5691	N/A
Family Planning (tubal ligation and vasectomy consent forms)	N/A	TMHP Contact Center	1-512-514-4229
Hysterectomy acknowledgment statements	N/A	TMHP Contact Center	1-512-514-4218
Vendor Drug Program - Texas Pharmacy Prior Authorization Call Center (fee-for-service)	877-728-3927	877-728-3927	866-469-8590
Other Program and Reimbursement Information			
Health Insurance Premium Payment (HIPP)	N/A	1-800-440-0493	
Long Term Care (LTC) operations	N/A	1-800-626-4117	
LTC—Nursing Facilities	N/A	1-800-727-5436	
Medicaid Audit/Cost Reports	N/A	1-512-506-7630	N/A
Third Party Liability (TPL) (Option 2)	N/A	1-800-846-7307	1-512-514-4225
Tort (Option 3)	N/A	1-800-846-7307	1-512-514-4225

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A.11 Written Communication With TMHP

All CMS-1500 forms (excluding ambulance, radiology/laboratory, immunization services, rural health, and mental health rehabilitation) sent to TMHP for the first time, as well as claims being resubmitted because they were initially denied as incomplete claims, must be sent to the following address:

Texas Medicaid & Healthcare Partnership
Claims
PO Box 200555
Austin, TX 78720-0555

The post office box addresses must be used for the specific items listed in the following table:

Correspondence	Address
Appeals/adjustments of claims (except zero paid/zero allowed on Remittance & Status [R&S] Reports) Electronically rejected claims past the 95-day filing deadline and within 120 days of electronic rejection report	Texas Medicaid & Healthcare Partnership Appeals/Adjustments PO Box 200645 Austin, TX 78720-0645
All first-time claims	Texas Medicaid & Healthcare Partnership Claims PO Box 200555 Austin, TX 78720-0555
Ambulance Authorization (includes out-of-state transfers)	Texas Medicaid & Healthcare Partnership Ambulance Prior Authorizations P O Box 200735 Austin, TX 78720-0735
CCP requests (prior authorization and appeals)	Texas Medicaid & Healthcare Partnership Comprehensive Care Program (CCP) PO Box 200735 Austin, TX 78720-0735
CSHCN Services Program claims	Texas Medicaid & Healthcare Partnership CSHCN Services Program Claims PO Box 200855 Austin, TX 78720-0855
Home Health Services prior authorizations	Texas Medicaid & Healthcare Partnership Home Health Services PO Box 202977 Austin, TX 78720-2977
Medicaid audit correspondence	Texas Medicaid & Healthcare Partnership Medicaid Audit PO Box 200345 Austin, TX 78720-0345
Medically Needy Clearinghouse (MNC) or Spend Down Unit correspondence	Texas Medicaid & Healthcare Partnership Medically Needy Clearinghouse PO Box 202947 Austin, TX 78720-2947
Provider Enrollment correspondence	Texas Medicaid & Healthcare Partnership Provider Enrollment PO Box 200795 Austin, TX 78720-0795
Other provider correspondence	Texas Medicaid & Healthcare Partnership Provider Relations PO Box 202978 Austin, TX 78720-0978

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Correspondence	Address
Send all other written communication to TMHP	Texas Medicaid & Healthcare Partnership (Department) 12365-A Riata Trace Parkway, Suite 100 Austin, TX 78727
TMHP Fee-for-Service and ICF-IID Dental prior authorization requests	Texas Medicaid & Healthcare Partnership Fee-for-Service and ICF-IID Dental PO Box 204206 Austin, TX 78720-4206
TPL/Tort correspondence	Texas Medicaid & Healthcare Partnership Third Party Liability/Tort PO Box 202948 Austin, TX 78720-2948

A.12 Other TMHP Information

A.12.1 TMHP Website

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

- Provider education information and training.
- Publications, such as bulletins, banner messages, and provider manuals.
- A TMHP News section with announcements of program changes and other important information.
- Real-time and static fee schedules.
- Online provider enrollment.
- Complete instructions for setting up a Provider Administrator account and the use of online claims status inquiries (CSI), eligibility verification, and Electronic Remittance and Status (ER&S) Reports.
- A chatbot for frequently asked questions and a live chat to speak with an agent.

Additional advanced features are available for those providers who create an account. All enrolled providers are eligible for this free account. Once an account is activated, providers will have access to:

- Texas Medicaid enrollment information.
- CSIs.
- Eligibility verification.
- ER&S Report download option.
- Claims submission.
- Claims appeals.
- Online provider lookup.
- Online fee lookup (OFL) to obtain real-time fee information for an individual or a range of procedure codes. Benefits and limitations for certain services and history up to 2-years is also available.
- Payment amounts search, view, and print capabilities.
- Notification of an invalid address on file for a provider's National Provider Identifier (NPI).
- Notification of pending payments because of inaccurate or incomplete provider information.

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- Manage hospital admission and discharge information on clients residing in an institution for mental diseases (IMD)

Important: *Natural disasters, such as floods or hurricanes, can impact the delivery of health care to Texas Medicaid clients. When disaster strikes, providers should monitor the TMHP website for special instructions.*

New services are always being added to the website. Please visit www.tmhp.com for the latest information on TMHP online services.

A.12.2 TMHP Contact Center

The TMHP Contact Center is available from 7 a.m. to 7 p.m., Central Time, Monday through Friday.

The TMHP Contact Center assists with questions such as:

- Provider enrollment procedures
- Claims filing procedures
- Policy information

The TMHP Contact Center is available to assist providers and clients. Please review the telephone and fax communication guides in this section for a list of contact telephone and fax numbers.

Provider calls, including those that were previously made to the Provider Relations territory representatives, are now handled first by the Contact Center. The Contact Center is well equipped to handle most inquiries about benefits and claims.

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.

Resolution of more complex issues that are referred to Provider Relations for further analysis can take up to 30 days from the date of the referral. For these issues, Provider Relations will contact the provider by telephone or e-mail when the issue has been resolved.

For questions or information about Medicaid eligibility, clients are referred to their caseworker or the local HHSC office.

A.12.3 Automated Inquiry System (AIS)

AIS provides the following information and services through the use of a touch-tone telephone:

- Claim status
- Patient eligibility
- Benefit limitations

Eligibility and claim status information is available on AIS 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 from 7 a.m. until 7 p.m., Central Time, Monday through Friday. AIS offers 15 transactions per call.

A.12.4 TMHP Provider Relations

The TMHP Provider Relations Department comprises a staff of Austin- and field-based provider relations representatives whose goal is to serve the health-care community by furnishing a variety of services and activities designed to inform and educate health-care providers about Texas Medicaid activities and claim submission procedures.

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Provider Relations activities include the following:

- *Provider education through planned events.* Provider Relations representatives conduct a planned program of educational workshops, in-services, webinars, computer-based training (CBT), and other training sessions designed to keep all actively-enrolled providers informed of the latest policies, claim processing procedures, and federal and state regulations affecting Texas Medicaid. Details of all available provider training can be found in the Provider Education section of the TMHP website at www.tmhp.com.
- *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 TMHP Contact Center. Coordinators work closely with field-based regional representatives to coordinate the educational needs of the community.
- *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 Texas Medicaid, the Provider Relations Department maintains a work relationship with these organizations. Also, the Provider Relations Department participates in several events sponsored by Texas health-care associations, such as conventions and conferences.

Call the TMHP Contact Center at 1-800-925-9126 for assistance.

A.12.5 Reporting a Complaint to TMHP

Providers can report complaints by calling the TMHP Contact Center at 1-800-925-9126 or by submitting a written complaint to:

TMHP
Complaints Resolution Department
PO Box 2014270
Austin, TX 778720-4270

A complaint is defined as any dissatisfaction concerning any aspect of Texas Medicaid. The term "complaint" does not include a misunderstanding or a problem with misinformation that is resolved promptly by clearing up the misunderstanding or supplying the appropriate information to the provider's satisfaction.

Providers should submit the following information when reporting the complaint:

- Point of contact name and phone number or email address
- Provider name
- Provider NPI, if available
- Description of the complaint situation
- Client name
- Client PCN
- Date of service

A.12.6 TMHP Electronic Data Interchange (EDI) Help Desk

The TMHP EDI Help Desk assists Medicaid providers with EDI transactions. The TMHP EDI Help Desk is available at 1-888-863-3638 from 7 a.m. to 7 p.m., Central Time, Monday through Friday.

TMHP EDI Help Desk activities and responsibilities include, but are not limited to, the following:

- Enrolling providers for electronic billing
- Qualifying vendors for TMHP EDI production through testing

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- Diagnosing claim transmission problems through research
- Consulting with provider billing personnel, billing services, and software vendors regarding TMHP EDI

TMHP EDI Help Desk staff assists with questions about TMHP EDI, TexMedConnect, and electronic transmissions at 1-888-863-3638.

Providers who employ hardware or software vendors should contact those vendors for the resolution of technical problems.

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