

# Participating provider quick reference guide

This document applies to Texas Medicaid, CHIP & STAR Kids.



## Helpful web links

[Our Provider Website](#)

[Provider Manual](#)

[Updates, Announcements, and our Newsletter](#)

[Secure Provider Portal \(Registration is required\)](#)

## Provider Hotline

Call our Provider Hotline for provider-related inquiries and to reach Claims Status, Inquiries or Research (CICR), Pharmacy, Prior Authorizations, and Member Services:

Phone:

*STAR (Medicaid)*

Bexar Area: **1-800-248-7767 (TTY: 711)**

Tarrant Area: **1-800-306-8612 (TTY: 711)**

*STAR Kids*

Dallas and Tarrant Area:

**1-844-787-5437 (TTY: 711)**

*Children's Health Insurance Program (CHIP) or CHIP Perinatal*

Bexar Area: **1-866-818-0959**

Tarrant Area: **1-800-245-5380**

Email: [ABHTXProviderEngagement@Aetna.com](mailto:ABHTXProviderEngagement@Aetna.com)

## Contracting

For all contracting inquiries, visit our website: [Join Our Provider Network | Aetna Medicaid Texas](#)

## Pharmacy

To review our Formulary Drug List, prior authorization (PA) criteria, PA forms, and how to submit an electronic PA, providers can visit the [Pharmacy](#) section of our website.

The fax for PAs is **1-844-275-1084**.

## Claims

You can file claims with us electronically or through the mail. We work to streamline the way we process claims. And improve payment turnaround time, so you can save time and effort.

[Learn more about claims.](#)

## Electronic claims submissions

[Availity](#) is our provider portal, which provides functionality for the management of patients, claims, authorizations and referrals. To submit claims online via Availity, choose the button labeled "Medicaid Claim Submission – Office Ally." This link will take you directly to the Office Ally website where you can submit claims using their online claim entry feature or by uploading a claim file. Providers must have an Office Ally account to submit claims online. Submission of your Aetna Better Health of Texas claims using Office Ally is



free of charge. The status of claims submitted online should be managed through your Office Ally Account.

Please use payor ID **38692**.

You must have a Medicaid provider agreement with HHSC or its agent to participate in the Medicaid Program.

### **Paper claim submissions**

Aetna Better Health of Texas  
Attn: Claims Department  
PO Box 982964, El Paso, TX 79998-2974

Mark resubmitted claims clearly with “resubmission” to avoid denial as a duplicate.

### **Appeals**

Submitted within 120 days from date of the claim processing date.. When you file a claim appeal, you’ll want to be sure it meets these requirements:

- It’s a written request to appeal a claim determination.
- You’re asking us to further consider the claim based on the original and/or more info you submit.
- Your appeal document includes the word “appeal.”

You can appeal in writing by completing an [appeal form \(PDF\)](#).

Email: [txcomplaintsandappeals@aetna.com](mailto:txcomplaintsandappeals@aetna.com)

Mail: Aetna Better Health® of Texas  
ATTN: Complaints and Appeals Department  
P.O. Box 81040, 5801 Postal Rd., Cleveland, OH 44181

Online: You can file a complaint or appeal in your [Provider Portal](#). Need help with registration? Just contact Availability at **1-800-282-4548**. You can get help from 8 AM to 8 PM ET, Monday to Friday.

### **Non-Pharmacy prior authorizations**

Complete the [Texas standard prior authorization request form \(PDF\)](#).

Online: upload it to the [Provider Portal](#) or

Fax the form to **1-866-835-9589**

- Attach supporting clinical info or documents that support medical necessity, like Title XIX form, test results or info about failed conservative treatment.
- Allow at least three business days for a response. We handle urgent requests for medically non-urgent services within the timeframes for a routine request.
- Respond to requests for more info in a timely manner. The turnaround time begins when we receive all info necessary to make a decision.

All out-of-network services must be authorized; unauthorized services will not be reimbursed, and authorizations are not a guarantee of payment.

Participating providers can now check for codes that require prior authorization via our Online Prior Authorization Search Tool.

[View the PROPAT tool here.](#)

### **Other important contacts**

#### **Behavioral health hotline**

Phone:

**STAR:**

Bexar Service Area: **1-800-248-7767 (TTY: 711)**

Tarrant Service Area: **1-800-306-8612 (TTY: 711)**

**STAR Kids:**

Tarrant and Dallas Service Area: **1-844-STRKIDS (1-844-787-5437) (TTY: 711)**

**CHIP and CHIP Perinatal:**

Bexar Service Area: **1-866-818-0959**

Tarrant Service Area: **1-800-245-5380**

#### **Specialty medicine**

A specialty pharmacy fills prescriptions for medicines that need special care and handling.

Vendor: CVS Specialty® Pharmacy

Phone: **1-800-237-2767 (TTY: 1-800-863-5488)**, Monday to Friday, 7:30 AM to 9 PM (ET).

## Electronic Visit Verification (EVV)

### Provider Hotline

Phone: **1-844-787-5437 (TTY: 711)**.

Press \* to reach

### Provider Relations

Email: [EVVMailbox@Aetna.com](mailto:EVVMailbox@Aetna.com)

### Texas Health and Human Services (THHS)

Phone: **512-424-6500 (TTY: 512-424-6597)**

### Texas Medicaid and Healthcare Partnership (TMHP)

Phone: **1-800-925-9126**, Monday through Friday, 7 AM to 7 PM CT.

Email: [EVV@tmhp.com](mailto:EVV@tmhp.com)

For more information and material on EVV, please visit our website [here](#).

## Vision care

Members get certain vision care and eye health benefits.

### Vendor: Superior Vision

Online: [SuperiorVision.com/locator/](http://SuperiorVision.com/locator/)

Phone: **1-800-879-6901**

Email: [ContactCenter@SuperiorVision.com](mailto:ContactCenter@SuperiorVision.com)

## Dental care

Members get certain dental care benefits. For more info, they can check their member ID card.

### Vendor: DentaQuest

Online: [DentaQuest.com/tx](http://DentaQuest.com/tx)

Phone: **1-800-516-0165**

### Vendor: MCNA Dental

Online: [MCNAtx.net/](http://MCNAtx.net/)

Phone: **1-844-350-6262**

Email: [ContactUs@MCNA.net](mailto:ContactUs@MCNA.net)

### Vendor: UnitedHealthcare Dental

Online: [UHC.com/dentalTX](http://UHC.com/dentalTX)

Phone: **1-877-901-7321**

## Non-Emergency Medical Transportation (NEMT) services

NEMT services provide transportation to non-emergency health care appointments for members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy and other places members get Medicaid services. They don't include ambulance trips.

### Vendor: Access2Care

Phone: **1-866-411-8920 (TTY: 711)**: 24 hours a day, 7 days a week

App for smartphone use: Access2Care (A2C)



## Telehealth services

Members can talk with a doctor at home or on the go.

We've teamed up with MDLIVE® to connect them with licensed doctors, pediatricians and more with their smartphone, tablet or computer.

### Vendor: MDLIVE

Online: [MDLive.com/aetnamedicaidtx](http://MDLive.com/aetnamedicaidtx)

Phone: **1-888-667-7652 (TTY: 1-800-770-5531)**

## Case management

Our care management team supports members based on their personal health risks and unmet needs. A care manager is assigned to each member. They're part of the medical management team. And their job is to make sure members get all the care and services they need. To learn more, call Member Services.

Care management programs include, but aren't limited to:

- Pregnancy outreach
- Special health care needs
- Behavioral health and substance use

Members can self-refer for care management. Or you can refer them.

Just call:

*Medicaid STAR*

- **1-800-248-7767 (TTY: 711)** (Bexar)
- **1-800-306-8612 (TTY: 711)** (Tarrant)

*CHIP or CHIP Perinatal*

- **1-866-818-0959 (TTY: 711)** (Bexar)
- **1-800-245-5380 (TTY: 711)** (Tarrant)

## Service coordination for STAR Kids

Service coordination is for STAR Kids members. It's a type of care management service. Service coordinators:

- Work with children, their caregivers and providers to get the right care from birth to age 20
- Help maximize a member's health, well-being and independence
- Work with the member's primary care physician (PCP) to coordinate services

You can refer a member for service coordination.

Just call:

**1-844-STRKIDS**  
**(1-844-787-5437) (TTY: 711)**

## EFT/ERA Registration Services (EERS)

ECHO Health processes and distributes Aetna Better Health claims payments to providers. To enroll in EERS, visit the [Aetna Better Health ECHO portal](#). You can manage electronic funds transfer (EFT) and electronic remittance advice (ERA) enrollments with multiple payers on a single platform.

## Other resources

### Texas Medicaid & Healthcare Partnership

Provider Enrollment Information:

[Provider Enrollment and Management System \(PEMS\) | TMHP](#)

### Texas Medicaid Provider Procedures Manual

[Texas Medicaid Provider Procedures Manual | TMHP](#)

### Texas Health and Human Services

[Health Services Providers | Texas Health and Human Services](#)

### Texas Health Steps

[Texas Health Steps Providers | Texas Health and Human Services](#)

[Texas Health Steps - Children's Health Care | Aetna Medicaid Texas](#)

