



**Member Services** *For questions or need help, please call our Member Services Department*

**STAR, CHIP and CHIP Perinate**

Phone Number: 915-532-3778  
Toll-Free Number: 1-877-532-3778 for STAR  
TTY: 711

**STAR+PLUS**

Phone Number: 1-833-742-3127  
TTY: 711

**Hours of Operation:**

Monday thru Friday: 8 A.M. to 5 P.M. (MST)

**General Correspondence:**

P.O. Box 971100 El Paso, TX 79997-1100

**Contracting and Credentialing**

- How to join the network
- Contract Clarifications
- Credentialing/Contracting Status

**Email:** [Contracting\\_dept@elpasohealth.com](mailto:Contracting_dept@elpasohealth.com)

**Web:** <https://www.elpasohealth.com/providers/contracting-and-credentialing/>

**Provider Services**

- Changes in address locations
- Name Changes
- Billing Company changes

**Email:** [ProviderServicesDG@elpasohealth.com](mailto:ProviderServicesDG@elpasohealth.com)

**Provider Online Portal**

- View patient's eligibility status and benefit information
- Verify patient claims
- Download reports
- Request prior authorizations
- Service Coordination (STAR+PLUS)

**Web:** [Provider Portal \(healthx.com\)](http://ProviderPortal(healthx.com))

**Health Services / Authorizations**

**Prior Authorization Requests:**

**Fax Request Form:**

[Texas Standard Prior Authorization Request Form for Health Care Service](#)

**Behavioral Services Fax Form:**

[Behavioral Health Prior Authorization Form](#)

**\*The Fax Server is in operation twenty-four (24) hours a day, seven (7) days a week.**

**1. Electronic Requests (Web Portal)**

**2. Fax:**

- Outpatient and/or Elective or Scheduled Procedures:  
Fax No: 915-298-7866 Toll Free: 844-298-7866
- Inpatient Notifications:  
Fax No: 915-298-5278 Toll Free: 844-200-5278
- Long-term Services and Supports (LTSS):  
Fax No: 915-225-3541

**3. Telephonic Requests:**

- STAR/CHIP/CHIP Perinate:  
Phone: 915-532-3778 Toll Free: 877-532-3778
- STAR+PLUS  
Toll Free: 833-742-3127

**Health Services - Additional Resources**

**Web:** <https://www.elpasohealth.com/providers/prior-authorization/>

**Authorization Tool:** <https://www.elpasohealth.com/providers/medicaid-chip-prior-authorization/>

**STAR/CHIP/CHIP Perinate/STAR+PLUS PA Requirements Catalog:**

[https://www.elpasohealth.com/pdf/EPH\\_PriorAuthorizationRequirementsCatalog\\_20220920.pdf](https://www.elpasohealth.com/pdf/EPH_PriorAuthorizationRequirementsCatalog_20220920.pdf)

**FIRST CALL Nurse Line**

Nurse Line staffed by nurses, pharmacists, and a Medical Director on call.

- Receive immediate information to take care of your medical or health concerns.
- Available 24 hours a day, 7 days a week

Toll-free Number: 1-844-549-2826 (TTY 711)

**Behavioral Health Services**

If you need help accessing these services or have an emergency/crisis, please call our 24-hour, 7 days a week, crisis hot-line or call 911.

Suicide and Crisis Lifeline: 988

Crisis Hotline:

- STAR: 1-877-377-6147 • CHIP: 1-877-377-6184
- STAR+PLUS: 1-877-377-2950 (TTY:711)

**Electronic Claim Submission**

**Payer ID:**

**Premier STAR:** EPF02 **STAR+PLUS:** EPF02 **CHIP:** EPF03

**Web:** <https://www.availity.com/>

**Paper and Corrected Claims**

Paper and Corrected Claims

Mail to: El Paso Health - Claims

P.O. Box 971370 El Paso, TX 79997-1370



Provider Complaints and Appeals	EVV
<p>Request for reconsideration of a previously dispositioned claim.</p> <ul style="list-style-type: none"> <li>• Complete Denial of a Claim</li> <li>• Partial Denial of a Claim</li> <li>• Retro Eligibility Recoupment</li> </ul> <p><b>Telephonic:</b></p> <p>• <b>STAR/CHIP/CHIP Perinate:</b> Phone: 915-532-3778 Toll-free: 1-877-532-3778</p> <p>• <b>STAR+PLUS:</b> Toll-free: 1-833-742-3127</p> <p><b>Webportal</b> - Secure FTP Site: <a href="https://ftp.epfirst.com:8080/eft_CompAndApp/">https://ftp.epfirst.com:8080/eft_CompAndApp/</a></p> <p><b>Fax No:</b> 915-298-7872</p> <p><b>Mail:</b> El Paso Health Attn: Complaints &amp; Appeals Department 1145 Westmoreland Drive El Paso, TX 79925</p>	<p>Electronic Visit Verification (EVV) is a computer-based system that electronically verifies the occurrence of authorized personal attendant service visits by electronically documenting the:</p> <ul style="list-style-type: none"> <li>• Member receiving services</li> <li>• Attendant providing services</li> <li>• Location of service delivery</li> <li>• Date of service delivery</li> <li>• Time the attendant begins and ends service delivery</li> </ul> <p>For additional resources on EVV please visit our website: <a href="https://www.elpasohealth.com/providers/evv/">https://www.elpasohealth.com/providers/evv/</a></p> <p>For Questions: <b>Email:</b> <a href="mailto:EPH_EVV@elpasohealth.com">EPH_EVV@elpasohealth.com</a></p>

STAR+PLUS Service Coordination	
STAR+PLUS Service Coordination	Toll-free Number: 1-833-742-3127 (Option 2)

Nursing Facilities (STAR+PLUS only)		
<p>Add-on Services:</p> <ul style="list-style-type: none"> <li>• Emergency dental services</li> <li>• Physician-ordered rehabilitative services (PT/OT/ST)</li> </ul>	<ul style="list-style-type: none"> <li>• Augmentative communication devices</li> <li>• Customized power wheelchairs</li> <li>• Ventilator Care</li> </ul>	<ul style="list-style-type: none"> <li>• Tracheostomy Care</li> </ul> <p><b>Phone:</b> 1-833-742-3127 <b>Email:</b> <a href="mailto:EPH_NF@elpasohealth.com">EPH_NF@elpasohealth.com</a></p>

Dental Services	Vision Services
<p><b>STAR/CHIP:</b></p> <ul style="list-style-type: none"> <li>• DentaQuest <b>Phone:</b> 1-800-516-0165</li> <li>• MCNA Dental <b>Phone:</b> 1-800-494-6262</li> </ul> <p><b>STAR+PLUS:</b></p> <ul style="list-style-type: none"> <li>• Liberty Dental <b>Phone:</b> 1-866-975-2435 (Option 1)</li> </ul>	<p><b>STAR/CHIP:</b></p> <ul style="list-style-type: none"> <li>• Eye Care Services <b>Phone:</b> 1-833-742-3127</li> <li>• Envolve Benefit Options <b>Phone:</b> 1-877-832-4118</li> </ul> <p><b>STAR+PLUS:</b></p> <ul style="list-style-type: none"> <li>• <b>Phone:</b> 1-888-310-8037</li> </ul>

Non-Emergent Medical Transportation (NEMT)	Pharmacy
<p>Access2Care</p> <ul style="list-style-type: none"> <li>• Public Transportation</li> <li>• A taxi or van service</li> </ul> <ul style="list-style-type: none"> <li>• Money to purchase gas</li> <li>• Commercial Transit</li> </ul> <p><b>Phone Number:</b> 1-855-584-3530 (STAR+PLUS) <b>Phone Number:</b> 1-844-572-8196 (STAR/CHIP) Hours of Operation: 24 hours a day, 7 days a week, 365 days a year</p>	<p>Navitus</p> <ul style="list-style-type: none"> <li>• Prior Authorizations</li> <li>• Mail Order/Specialty Pharmacy services</li> <li>• Point of Sale (POS) Claims processing</li> </ul> <p><b>Navitus Provider Hotline:</b> 1-877-908-6023 <b>Web:</b> <a href="http://www.navitus.com">www.navitus.com</a> <b>Pharmacy (Member Only)</b> <b>Phone:</b> 1-833-742-3127 (Option 2)</p>

Waste Fraud and Abuse	Abuse Neglect and Exploitation
<p>How to report Waste Fraud and Abuse?</p> <p><b>EPH Toll-free Hotline:</b></p> <ul style="list-style-type: none"> <li>• <b>Phone:</b> 1-866-356-8395</li> </ul> <p><b>The State of Texas Office of Inspector General:</b></p> <ul style="list-style-type: none"> <li>• <b>Phone:</b> 800-436-6184</li> <li>• <b>Web:</b> <a href="https://oig.hhs.texas.gov/report-fraud-waste-or-abuse">https://oig.hhs.texas.gov/report-fraud-waste-or-abuse</a></li> </ul> <p><b>Texas Office of the Attorney General's Medicaid Fraud Control Unit</b></p> <ul style="list-style-type: none"> <li>• <b>Phone:</b> (512) 371-4700</li> <li>• <b>Email:</b> <a href="mailto:mfcu@oag.texas.gov">mfcu@oag.texas.gov</a></li> </ul>	<p>Report Abuse Neglect and Exploitation</p> <p><b>Providers:</b></p> <ul style="list-style-type: none"> <li>• <b>Phone:</b> 1-833-742-3127</li> <li>• <b>Website:</b> <a href="https://www.elpasohealth.com/members/hhsc-news/abuse-neglect-and-exploitation/">https://www.elpasohealth.com/members/hhsc-news/abuse-neglect-and-exploitation/</a></li> </ul> <p><b>Members:</b></p> <p>Texas Department of Family and Protective Services (DFPS)</p> <ul style="list-style-type: none"> <li>• <b>Phone:</b> 1-800-252-5400</li> </ul>