



Provider Newsletter

Changing the way communities think about healthcare by connecting people
to meaningful health and wellness experiences.



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A Note from the CEO

Beginning this April, Parkland Community Health Plan is embarking on a significant transformation, bringing our claims management functions in-house and partnering with Cognizant Technology Solutions to provide better support for both providers and members.

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A Note from the CEO

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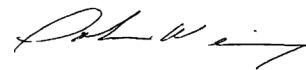
As you'll read in the following pages, the goal of this transition is improved medical management, in-house provider network management and member services, and improved services through the implementation of a new core enterprise system that replaces the capabilities of our former third-party administrator.

We hope these changes will make it easier for you to serve PCHP's members while streamlining business procedures.

The articles in this newsletter cover a number of important topics, including updated information on how to manage claims, make electronic payments, submit prior authorization requests, and much more. In particular, I'd like to

highlight our new Provider Portal, which will be accessible through PCHP's updated [website](#). The portal contains several resources to assist you in serving PCHP members with case management, disease management, behavioral health, and other features.

Thank you again for being part of the PCHP network. We know that strong relationships with our members, providers, and community partners are vital to our success, and we look forward to your continued partnership as we work to improve the health of our community.

A handwritten signature in black ink, appearing to read 'John W. Wendling'.

JOHN W. WENDLING
CEO,
Parkland Community Health Plan

What's New?

Effective April 1, Parkland Community Health Plan has made an exciting transition by bringing additional support and services in-house. See the next page for important information about how to submit claims, access our provider portal and payment portal, and take advantage of additional provider resources.

Provider Portal

On April 1, 2021, PCHP launched a new Provider Portal! All providers will need to register for a new user account. Login credentials from the previous portal will not be valid. Providers will be able to access the new PCHP Provider Portal through ParklandHealthPlan.com. Providers' TIN and NPI are required to register a new user account.



The PCHP Provider Portal User Guide can be found [here](#).



The portal offers the following services:

► **Check Member Eligibility**

Search for eligibility information for current or potential patients.

► **Check Claims Payment Status**

View claims status details; this is useful in identifying the charges billed and what is paid or unpaid.

► **Authorizations**

Check the status of an authorization submission at any time; providers can also submit authorization requests from the Provider Authorization page.

► **Appeals, Complaints, and Claims Disputes**

Submit an Adverse Determination Appeal (on behalf of the member), appeal, complaint and/or dispute and resubmission.

► **Search the Healthcare Professional Directory**

Find a healthcare professional in your patients' network; select a directory and find network-participating healthcare professionals that best fit your patients' needs, based on their coverage.

► **Provider Demographic Update**

Update, email, and print demographic information; changes may take up to 30 days to be processed and are subject to additional verification.

► **Beacon Health Portal**

Access to the Beacon Health [Provider Portal Login Page](#).

► **Maximum Allowable Costs (MAC) Portal**

Access to the [Navitus Login Page](#).

Claims

Providers may submit medical claims to PCHP using the following methods:

- ▶ Electronic submission (EDI – preferred)
- ▶ Paper or hard copy
- ▶ TexMedConnect



Electronic data interchange (EDI)

Claims Submission

Submit medical claims electronically using file format EDI X12 837 5010 transactions. Parkland Community Health Plan's Payer ID for electronic claims is **Payer ID # 66917**.

TriZetto Provider Solutions (TPS) is PCHP's preferred EDI source.

- ▶ Parkland and Cognizant Healthcare Services, LLC (a subsidiary of Cognizant Technology Solutions) are partners. Part of that business venture includes encouraging our providers to submit electronic claims through Cognizant's TriZetto Provider Solutions (TPS).
- ▶ If you would like to connect directly to TPS at no cost, please visit <http://bit.ly/3pXqOB8>. If you already use a clearinghouse such as Availity, Office Ally, Emdeon, or Claim Logic, your claims will be sent to Parkland. There will be no changes, and you do not need to complete the form.
- ▶ For more information, please email TTPSSupport@cognizant.com.

Paper Claims Submission

Providers may submit medical claims on CMS-approved paper forms (CMS-1500 or CMS-1450) to Parkland Community Health Plan. Providers must submit paper claims in the appropriate format, and they must be legible. Please submit paper claims to the following address:

Parkland Community Health Plan
ATTN: CLAIMS
PO Box 560327
Dallas, TX 75356

TexMedConnect

Claims may be submitted electronically to TMHP through TexMedConnect on the TMHP website at www.tmhp.com.

Providers can check claims payment status through the PCHP Provider Portal. Questions on a specific claim can be submitted through the Provider Portal or by calling the Provider Customer Service number at **1-888-672-2277** (HEALTHfirst) or **1-888-814-2352** (KIDSfirst). For any claims processed prior to April 1, status updates will be available in the Provider Portal.

Echo Provider Payment Portal

In April 2021, Parkland Community Health Plan partnered with Change Healthcare and ECHO Health, Inc. to provide new electronic payment methods. Payment options are outlined below:

- ▶ Virtual Card Services
- ▶ EFT Payments
- ▶ Medical Payments Exchange (MPX)
- ▶ Paper Check

From the ECHO portal, you will be able to download and search by payment for full remits by ECHO draft number, Claim ID, or date range search.

For more information, visit <https://parklandhealthplan.com/providers/resources/>. If you have additional questions regarding your payment options, please contact ECHO Health at 1-888-927-6260.



Provider Services

Contact Provider Services for important details about our clinical programs and guidelines as well as resources to assist you with coding, billing practices, and improving patient care quality.

Provider Services Hotlines:

- ▶ Parkland HEALTHfirst (Medicaid STAR) – 1-888-672-2277
- ▶ Parkland KIDSfirst (CHIP/CHIP Perinate) – 1-888-814-2352

Provider Call Center:

- ▶ Hours of operation are Monday through Friday, 8am to 5pm Central time, excluding state-approved holidays. After hours or on weekends, please leave a message. Providers also have 24/7 access through self-service tools such as our interactive voice response (IVR) system and Provider Portal for eligibility and benefit questions.

Health Services



PCHP's Health Services department includes administrative services related to Authorizations, Case Management, and Utilization Management. Contact information for Misdirected Clinical, UM Preauthorization, UM Concurrent Review, Case Management, and Health Risk Assessment is listed below:

Fax: 214-266-2098

Phone: 1-844-310-1021

Email:
PCHPUMPreAuths@phhs.org

These services will be fully supported by PCHP. As a provider and medical professional, you can use the Parkland Community Health Plan Provider Portal to check patient eligibility and coverage, check claim status, submit and view authorizations and referrals, and more.

Prior Authorization:

Beginning April 1, 2021, providers can use the PCHP Provider Portal or fax/call PCHP for prior authorizations. The contact information for the UM Prior Authorization team is listed below. Only the initial request should be sent. The new phone and fax numbers for PCHP UM are:

Fax Number: 214-266-2085

Toll-Free Fax Number: 1-844-303-1382

Any pre-authorizations in queue and received before April 1, 2021 will continue with the old process. You can utilize the PCHP Provider Portal to view authorizations that were submitted prior to April 1. If you do not see the authorization, contact Provider Customer Service (1-888-672-2277 – HEALTHfirst or 1-888-814-2352 – KIDSfirst). Those authorizations received prior to April 1 will be used to process claims by PCHP.

Health Services

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The turnaround times for authorization requests submitted via the portal are 3 days for Standard Authorization requests and 1 day for Urgent / Expedited Authorization requests.

Urgent requests should be faxed to 214-266-2085 for immediate consideration.

Information required to initiate the Prior Authorization review process:

- ▶ Member name
- ▶ Member number or Medicaid number
- ▶ Member date of birth
- ▶ Requesting provider's name
- ▶ Requesting provider's National Provider Identifier (NPI)
- ▶ Service requested – Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS), or Current Dental Terminology (CDT)
- ▶ Service requested start and end date(s)
- ▶ Quantity of service/units requested based on the CPT, HCPCS, or CDT requested

If PCHP receives an incomplete Prior Authorization (PA) request, the PCHP Health Services team will notify the requesting provider and member, in writing, of missing information no later than 3 business days after the PA Receive Date. Additionally, PCHP will contact the provider by telephone and obtain the information necessary to resolve the incomplete PA request.

Concurrent Review:

Below is the contact information for members admitted on or after April 1, 2021:

Fax Number: 214-266-2084

Toll-Free Fax Number:
1-844-303-2807

Exceptions:

- ▶ NICU babies were transferred on April 1, 2021.
- ▶ All other in-house members were transitioned on April 7, 2021.
- ▶ All transitioning member correspondence should include the nurse's summary, approval and denial letters, requests for appeals, all clinicals, and face sheet from the member's record. Concurrent Review will notify CM as needed.
- ▶ For members who are discharged, send the discharge summary and face sheet to the fax number listed above.

Health Services

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Case Management (CM):

As of April 1, 2021 the case management contact information is:

Fax Number: 214-266-2097

Toll-Free Fax Number: 1-844-306-2430

Members who were enrolled with low to complex illnesses on or before March 31, 2021 will continue to follow the old process. Referrals after that date will need to be forwarded to the numbers listed above.

We provide continuity of care through Provider Engagement:

- ▶ Sending a copy of each CM enrolled member's Individualized Care Plan (ICP)
- ▶ Provide written notification of member's enrollment in case management with the case manager's contact information
- ▶ Call provider offices to as needed to verify member compliance and coordinate members' care
- ▶ Provide ongoing communications:
 - PCHP website
 - Fax notifications
 - Referrals via the PCHP Provider Portal
 - Provider Manual
 - Provider Newsletter

Disease Management (DM):

PCHP has engaged Axis Point Health to provide disease management for our Asthma and Diabetes members. The DM referral form is available on the Provider Portal. Referrals can also be made by faxing a request to:

Fax Number: 214-266-2097

Toll-Free Fax Number: 1-844-306-2430



Claims Reconsideration and Appeals

On April 1, 2021, the PCHP Claims and Appeals address, phone, and fax numbers changed to:

Claims Resubmissions/Disputes Address

(corrected claim, COB information, proof of timely filing):

PO Box 560327

Dallas, TX 75356

Complaints and Appeals Address:

PO Box 560347

Dallas, TX 75356

Claims and Appeals Fax

(for Member and Provider complaints and appeals):

1-844-310-1823

Email Address:

PCHPComplaintsandAppeals@phhs.org

Note:

- ▶ These updates apply **ONLY** to submission of provider complaints and provider claim appeals.
- ▶ Clinical appeals are to be faxed or mailed as indicated above for Complaints and Appeals.
- ▶ Requests for status or follow-up must be directed to the Provider Services Call Center:
 - Parkland HEALTHfirst (Medicaid STAR):
1-888-672-2277
 - Parkland KIDSfirst (CHIP/CHIP Perinate):
1-888-814-2352

Provider Data

All additions, deletions, and updates to provider data should be sent to PCHPProviderInfoUpdate@phhs.org.



Guidance on Asthma Education Coverage

IN MEDICAID AND CHIP



Asthma is a chronic inflammatory disease that affects the lungs. Asthma can cause wheezing, shortness of breath, chest tightness, and coughing. During an asthma attack, the lungs become irritated and inflamed, making it difficult to breathe. In 2018, Medicaid paid for 63 percent of total child asthma emergency department visits in Texas. In 2019, asthma was the:

Medicaid:

- ▶ Second-most cited reason for a STAR and CHIP potentially preventable admission (PPA),
- ▶ Fourth-most cited reason for a STAR Health PPA, and
- ▶ Ninth-most cited reason for a STAR Kids PPA.

CHIP:

- ▶ Seventeenth-most cited reason for a CHIP potentially preventable emergency department visit (PPV) and
- ▶ Twentieth-most cited reason for a STAR and STAR Kids PPV, and twenty-fifth-most cited reason for a STAR Health PPV.

Asthma education benefits available to Medicaid and CHIP members include:

- ▶ Asthma education in the home setting
- ▶ Group clinical visit for asthma
- ▶ Asthma education via telemedicine or telehealth

For more information, click [here](#).

Mark Your Calendar!

Don't miss our upcoming provider meetings!
Contact your PCHP Physician Business Consultant for more information.

Each provider has a PCHP Provider Business Consultant (PBC) assigned to them. This consultant serves as the primary liaison between PCHP and our provider network. If you don't know who your PBC is, email PCHP.ProviderRelations@phhs.org.

Forum	Date
Provider Quality Forum	Friday, May 14
Provider Quality Forum	Friday, Aug. 13
Provider Quality Forum	Nov. (TBD)
Provider Town Hall	Wednesday, June 16
Provider Town Hall	Wednesday, Sept. 15
Provider Town Hall	Wednesday, Dec. 15
Provider Advisory Committee	Wednesday, June 30
Provider Advisory Committee	Wednesday, Sept. 29
Provider Advisory Committee	Wednesday, Dec 22

Need Help?

Need help with questions, claims, payments, authorizations, and more? Please call our Provider Customer Service at **1-888-672-2277** (HEALTHfirst) or **1-888-814-2352** (KIDSfirst).

Check Out Our Redesigned Website

On April 1, Parkland Community Health Plan launched a [new website](#) with improved navigation for provider resources, healthy living topics, access to the PCHP Provider Portal, and more.

In addition, our [YouTube](#) channel features several videos created by network providers on various health topics that are relevant to our members and the larger community. If you'd like to partner with PCHP to deliver more educational content to our members, please email PCHP.ProviderRelations@phhs.org.

