

Quick Reference Guide

for nursing facility providers

Important contact numbers

Wellpoint Provider Services

- Enrollment/eligibility inquiries
- Claims status inquiries
- Prior authorization requests

STAR+PLUS: **833-731-2162**

Medicare Advantage: **866-805-4589**

STAR+PLUS MMP (Medicare-Medicaid Plan):
855-878-1785

Wellpoint Member Services:

STAR+PLUS: **833-731-2160 (TTY 711)**

Medicare Advantage: **866-805-4589 (TTY 711)**

STAR+PLUS MMP: **855-878-1784 (TTY 711)**

Availity Client Services:

800-AVAILITY (282-4548)

Texas Medicaid & Healthcare Partnership (TMHP):

Provider Services: **800-925-9126**

TexMedConnect EDI Help Desk: **888-863-3638**

Claims Help Desk: **800-626-4117, option 1**

Verisys Credentialing Inquiries:

855-743-6161, option 3

HHSC Nursing Facility Claims Hotline:

512-438-2200, option 1

Helpful websites and links to other resources

STAR+PLUS provider website

<https://provider.wellpoint.com/tx> > Resources > STAR+PLUS

Provider manual

<https://provider.wellpoint.com/texas-provider/resources/star-plus> > Nursing Facility Resources > Documents

Nursing facility service coordinator assignments and Network Relations consultants

<https://provider.wellpoint.com/tx> > Resources > STAR+PLUS

HHSC nursing facility news and alerts

<https://hhs.texas.gov/providers/long-term-care-providers/nursing-facilities-nf>

Availity Essentials

<https://availity.com>

TMHP

<http://tmhp.com>

HHSC long-term care bill code crosswalks

<https://www.hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/long-term-care-bill-code-crosswalks>

Claims information

Electronic claims submission

Claims can be submitted through the following methods:

- Availity website
- An approved clearinghouse or billing company with connectivity to the Availity EDI Gateway. The Availity electronic claims payer ID is **WLPNT**.
- Claims for IPA-managed members must be billed directly to the IPA.

Timely filing limits

- The timely filing limit for STAR+PLUS nursing facility unit rate claims is 365 days from the last date of service represented on the claim.
- MMP Part A claims must be filed within 365 days from the date of service.
- Medicare Advantage Part A claims must be filed within 95 days from the date of service.
- Medicare coinsurance claims must be billed within 365 days from the date of service.
- All other STAR+PLUS add-on services, including respite care, must be filed within 95 days from the date of service.
- Corrected and cancelled claims must be submitted within 120 days from the date on the *Explanation of Payment (EOP)*.

Payment disputes

Providers can submit requests for review and/or reconsideration of claims denials, overpayments, and underpayments through Availity Essentials Training is available through the **Help** option in Availity or through a Network Relations consultant from Wellpoint.

Corrected and cancelled claims

Providers can submit corrected and cancelled claims through their billing software or through Availity Essentials. Corrected and cancelled claims must be submitted with the appropriate type of bill code and must reference the original claim number.

Nursing facility reports

Providers can access a variety of reports through Availity such as post-billing audits, pre-billing and post-billing batch reports, and Medicaid Eligibility and Service Authorization Verification inquiries.



Prior authorization

Notifications for new admissions, discharges, readmissions, etc.

Providers can submit notifications through the Wellpoint website at <https://provider.wellpoint.com/texas-provider/resources/star-plus> > Nursing Facility Resources > Complete the nursing facility notification form.

Skilled nursing facility services

Providers can fax post-acute skilled nursing requests to the following numbers:

- Medicare Advantage: **855-443-7823**
- STAR+PLUS MMP: **844-206-3449**

Part B therapy services

Authorizations for Medicare Advantage Part B services should be requested through Carelon Medical Benefits Management, Inc. through one of the following methods:

- Online through providerportal.com
- By phone at **833-305-1809**.

Nonemergency ambulance

Wellpoint is responsible for authorizing non-emergency ambulance transportation for a STAR+PLUS member whose medical condition is such that the use of an ambulance is the only appropriate means of transportation.

Request forms can be found on the Wellpoint provider website at <https://provider.wellpoint.com/texas-provider/resources/star-plus> > Nursing Facility Resources > Nursing facility forms.

Durable medical equipment

Request forms for approval of durable medical equipment are located on the Wellpoint website at <https://provider.wellpoint.com/texas-provider/resources/star-plus> > Nursing Facility Resources > Nursing facility forms.

Request forms should be faxed to the following:

- STAR+PLUS: **844-206-3445**
- STAR+PLUS MMP: **866-959-1537**

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

EFT

For claims payments:

- New enrollments and changes to existing enrollments must be made through EnrollSafe at <https://enrollsafe.payeehub.org>.

For Quality Incentive Payment Program payments:

- New enrollments and changes to existing enrollments can be made through your facility's designated Network Relations consultant. EFT forms can be emailed to TXQIPP@wellpoint.com.

ERA (835)

New enrollments and changes can be made through Availity Essentials at **Availity.com**. If you use an EDI vendor or clearinghouse work with them on enrollment and retrieving your 835 files.

Joining the Wellpoint network

If you are interested in contracting with Wellpoint for any of the programs available to nursing facility providers, please contact our Network Relations team:

- New providers can email the Nursing Facility Provider Relations mailbox at nf-providerrelations@wellpoint.com.
- Existing providers can contact their facility's designated Network Relations consultant. Contact names can be found on the Wellpoint website at <https://provider.wellpoint.com/texas-provider/resources/star-plus> > Nursing Facility Resources > Contact.

Providers will need to submit the following to initiate the credentialing and contracting process:

- A current *W-9*
- *Request for Credentialing/Letter of Interest Form*¹
- *Nursing Facility Demographic Information Form*¹
- *Skilled Nursing Facility Participation Criteria Form*¹ (for Medicare Advantage benefits from Wellpoint).

¹ These forms can be found on the Wellpoint provider website or can be obtained through your Network Relations consultant.

Provider trainings

The Wellpoint Nursing Facility Network Relations team hosts monthly webinars. The schedule and registration details can be found on the Wellpoint website at <https://provider.wellpoint.com/texas-provider/resources/star-plus> > Nursing Facility Resources > Nursing Facility Training.

Network Relations can also provide topic-specific trainings when requested.

Incentive programs

To enroll in the Wellpoint Nursing Facility Quality Incentive Program (NFQIP), you can either contact your Network Relations consultant or send an email to nf-providerrelations@wellpoint.com.

If you are a provider enrolled in the HHSC Quality Incentive Payment Program (QIPP), you can send general inquiries to TXQIPP@wellpoint.com. Payment scorecards can be found on the QIPP website at <https://hhs.texas.gov/providers/medicaid-business-resources/medicaid-chip-directed-payment-programs/quality-incentive-payment-program-nursing-homes>.

If you have a question about a scorecard, you may email inquiries to QIPP@hhs.state.tx.us.

Independent physician associations (IPAs)

Wellpoint has provider collaboration agreements with IPAs to make utilization management decisions and process claims for certain high-risk Medicare members. These members can be identified by their Wellpoint ID cards. Providers must also be contracted with the IPAs to see this group of Wellpoint members.

Contact numbers for the IPAs:

- Prospect: **800-708-3230**
- IntegraNet — Gulf Coast: **281-591-5289**
- Van Lang: **626-656-2370**
- Gonzaba: **210-201-0489**
- WellMed Medical Group: **512-353-6020**
- Lone Star: **806-853-8331**

Learn more about Wellpoint programs
provider.wellpoint.com/tx/



* Availity, LLC is an independent company providing administrative support services on behalf of Wellpoint. Aperture is an independent company providing credentialing verification services on behalf of Wellpoint. Carelon Medical Benefits Management is an independent company providing some utilization review services on behalf of Wellpoint.

Medicaid services provided by Wellpoint Insurance Company to members in the Medicaid Rural Service Area and the STAR Kids program and Wellpoint Texas, Inc. to all other Wellpoint members in Texas Medicare services provided by Wellpoint Texas, Inc. or Wellpoint Insurance Company. Medicare-Medicaid Plan services provided by Wellpoint Texas, Inc.

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