

STAR+PLUS Quick Reference Guide

Important Phone Numbers

<p>PROVIDER SERVICES Bexar, Dallas, El Paso, Harris, Hidalgo, Jefferson</p> <ul style="list-style-type: none"> • Claims Status • Member Eligibility • Benefit Verification • Complaint & Appeals Status 	<p>(855) 322-4080 MHTXproviderservices@MolinaHealthcare.com</p>
<p>PROVIDER ONLINE PORTAL</p> <ul style="list-style-type: none"> • Member Eligibility • Claims Submission and Status • Authorization Request Submission and Status • HEDIS® Scores 	<p>https://provider.MolinaHealthcare.com/Provider/Login</p>
<p>BEHAVIORAL HEALTH SERVICES Crisis Hotline Customer Service Line</p>	<p>(800) 818-5837 (866) 449-6849</p>
<p>CONTRACTING</p> <ul style="list-style-type: none"> • How to join the network • Contract Clarifications • Fee Schedule Inquiries 	<p>Texasexpansioncontracting@MolinaHealthcare.com</p>
<p>PROVIDER COMPLAINTS AND APPEALS Molina Healthcare</p>	<p>(866) 449-6849 (Voice) (877) 319-6852 (Fax) MolinaTXProviderAppeals/Complaints@MolinaHealthcare.com</p> <p>Molina Healthcare of Texas Attn: Provider Complaints & Appeals P.O. Box 165089 Irving, Texas 75016</p>
<p>ELECTRONIC CLAIMS SUBMISSION VENDORS Availity, Zirmed, Practice Insight, SSI & Change Healthcare</p>	<p>Payor Identification For All: 20554</p>
<p>PAPER & CORRECTED CLAIMS</p>	<p>P.O. Box 22719 Long Beach, CA 90801</p>
<p>PHARMACY Prior Authorizations Assistance/Inquiries</p>	<p>(866) 449-6849 (Voice) (888) 487-9251 (Fax)</p>

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Your Extended Family.



24-HOUR NURSE ADVICE LINE Clinical Support for Members	(888) 275-8750 (English) (866) 648-3537 (Spanish)
MEMBER COMPLAINTS AND APPEALS	Molina Healthcare of Texas Attn: Member Complaints and Appeals P.O. Box 165089 Irving, TX 75016 (866) 449-6849
DENTAL SERVICES For Members under age 21: DentaQuest <ul style="list-style-type: none"> • Member Contact • Provider Services MCNA Dental <ul style="list-style-type: none"> • Member and Provider Services For Members Over 21 years of Age (Value Added Service): Liberty Dental <ul style="list-style-type: none"> • Member Contact • Provider Contact 	(800) 508-6775 (800) 896-2374 (800) 494-6262 (888) 356-1084 (888) 352-1246
VISION SERVICES Envolve Benefit Options	(877) 832-4118
STAR+PLUS SERVICE COORDINATION	(866) 409-0039
LTSS RATE GRID	www.MolinaHealthcare.com
MEDICAID MANAGED CARE HELPLINE	(866) 556-8989
MEDICAL TRANSPORTATION PROGRAM	(855) 322-4080
STAR+PLUS PROGRAM HELPLINE	(800) 964-2777
TEXAS HEALTH STEPS	(877) 847-8377
NPI # REQUEST	https://nppes.cms.hhs.gov (800) 925-9126
TEXAS DEPARTMENT OF INSURANCE HMO Division HMO Complaint Consumer Division Consumer Hotline	(512) 322-4266 (800) 252-3439 (512) 463-6500 (800) 252-3439
TEXAS VACCINES FOR CHILDREN	(800) 252-9152
YOUR PROVIDER SERVICE COORDINATOR Name: Email: Phone Number:	