

April 28, 2020



Provider Newsflash



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COVID-19, BILLING & CLAIMS INFORMATION: Customized to You

Providers are able to receive customized news updates from Superior relevant to their specialty, region or Superior products. Simply update your subscription information and begin receiving customized news on topics including, but not limited to:

- COVID-19 updates
- HHSC requirements
- Billing and claims information
- Mandatory trainings
- Superior policy updates

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COVID-19 Support for Grant Writing and Small Business Loan Applications

Superior HealthPlan is providing assistance to network providers in Texas who are seeking relief amid the coronavirus (COVID-19) pandemic through the Small Business Administration (SBA) and the Coronavirus Aid, Relief and Economic Security (CARES) Act.

Providers now have access to a dedicated online Provider Financial Support & Resources portal which provides access to resources to aid Texas providers in researching benefits they may be eligible for, grant writing and applying for business loans.



7/1 DATE EXTENSION: Retrospective Utilization Review of Behavioral Health Inpatient Admissions

Providers were previously notified about the scheduled transition to retrospective Utilization Review (UR) for inpatient behavioral health admissions planned for May 2020. In order to ensure the best experience possible from the notification of the admission to the submission of the medical record with the claim, Superior has delayed the implementation date of this change to behavioral health admission dates on and after July 1, 2020.

Please review extension details, and claims and clinical documentation submission requirements.

REVIEW DETAILS



NOTICE: Behavioral Health and Place of Service Code Requirements for Claims

Superior HealthPlan is committed to keeping providers up-to-date with health-care policies and requirements, including specific coding requirements for claims regarding place of service and behavioral health services.

Please review coding requirements in order to avoid claim denials.

SEE REQUIREMENTS

Care Management: Helping Providers Assist Members

Early intervention is essential to maximizing treatment options and minimizing potential complications associated with illnesses, injury or chronic conditions. Superior's Care Management team is available to assist and support providers with member coordination of services.

Superior encourages providers and their staff to refer members, as appropriate, to Care Management and share information with members who are facing complex medical issues.



DISCOVER SERVICES

Superior HealthPlan offers STAR, STAR+PLUS, STAR Kids, STAR Health (foster care), CHIP, CHIP Perinate, Allwell from Superior HealthPlan (HMO and HMO SNP), STAR+PLUS Medicare-Medicaid Plan (MMP) and Ambetter from Superior HealthPlan.

To update demographic information, contact Provider Services at 1-877-391-5921.



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SHP_20195625

This email was sent to: **staffadvocate@poetllc.org**

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