



Provider Alert

Important Information for Care Providers Ordering, Prescribing or Referring for Our Members

Starting Oct. 16, 2017, care providers who order, prescribe or refer Medicaid benefits for members need to have a current enrollment in Texas Medicaid. This includes for members enrolled in:

- STAR
- STAR Kids
- STAR+PLUS
- UnitedHealthcare Dual Complete® (Special Needs Program)
- United Healthcare Connected™ (Medicare-Medicaid Plan)

For the purpose of coordinating benefits, this also applies to:

- STAR Kids members who have primary coverage through a Commercial benefit plan with Medicaid for secondary coverage
- Members who have primary coverage through Medicare with Medicaid for their secondary coverage

Medicaid benefits for these members may include coverage for medications, durable medical equipment and long-term services and supports.

Member Notification

Your patients who are our members may have recently received a letter from us stating that you, as their care provider, may not be able to continue to order, prescribe or refer their Medicaid benefits after Oct. 16, 2017. In some cases, the letters didn't accurately reflect a care provider's enrollment in Texas Medicaid.

If you're currently enrolled in Texas Medicaid and your patients received this letter, we apologize for any confusion this may have caused. We're sending a follow-up letters to these members to let them know that they can continue to see you for their Medicaid benefit needs.

Confirming Your Enrollment

To check to see if you're already enrolled, go to TXvendordrug.com > providers > [NPI Registry](#).



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How to Enroll

If you haven't yet completed this abbreviated Medicaid enrollment, we encourage you to do so as soon as possible. To enroll, go to [TMPH.com](https://www.tmph.com) > providers > Enrollment > Forms button > Provider Enrollment Applications > [Texas Medicaid Provider Enrollment Application Ordering and Referring Providers Only](#).

For more information, go to [TMPH.com](https://www.tmph.com) > providers > Enrollment > Forms button > Provider Enrollment Applications > [Ordering, Referring, and Prescribing Provider Frequently Asked Questions \(FAQ\)](#).

Need Help?

- **Enrollment assistance:** If you have questions about enrollment, please contact the TMHP Contact Center at **800-925-9126, option 3**, or call the TMHP Children with Special Health Care Needs (CSHCN) Services Program Contact Center at **800-568-2413**. Or you can email your question to Provider.Enrollment.Mailbox@tmhp.com.
- **General assistance:** Please call to speak with one of our customer service representatives at **888-887-9003**, from Monday through Friday, 7 a.m. – 7 p.m., Central Time.