



QUICK REFERENCE GUIDE

General Information

Ambetter from Superior HealthPlan is our new commercial HMO plan in the Texas Health Insurance Marketplace.

Provider and Member Services <i>Monday through Friday 8 a.m. – 6 p.m. CST</i>	Phone: 1-877-687-1196 or Relay Texas (TDD/TTY) 1-800-735-2989
After Hours <i>Our nurses are available to help with urgent issues after hours & holidays</i>	Phone: 1-877-687-1196 or Relay Texas (TDD/TTY) 1-800-735-2989
Secure Web Portal <i>Website services include verification of eligibility, benefits and cost shares, submission of prior authorizations, claims submissions and status, along with many more functions.</i>	Ambetter.SuperiorHealthPlan.com/for-providers/ Click Login on the left side of the For Providers page.

Medical Management

Prior Authorization Providers may submit authorizations in 3 ways: <ol style="list-style-type: none"> Secure Web Portal at: Ambetter.SuperiorHealthPlan.com Fax: 1-855-537-3447 Call: 1-877-687-1196 	Medical Admissions Fax Notification of Medical Admissions: 1-866-838-7615 Fax Clinical Information: 1-800-380-6650
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Claims Submission and Claims Payment

Providers May Submit Claims in 3 Ways: <ol style="list-style-type: none"> Secure Web Portal at: Ambetter.SuperiorHealthPlan.com EDI- Payor ID 68069 Paper 	
Initial, Resubmission, Corrected or Reconsiderations: Ambetter from Superior HealthPlan PO Box 5010 Farmington, MO 63640-5010	Claim Disputes: (Form located on website) Ambetter from Superior HealthPlan PO Box 5000 Farmington, MO 63640-5000
Corrected Claims, Requests for Reconsideration or Claim Disputes: 120 days from the date of explanation of payment or denial is issued	
Timely Filing Deadline 95 days from the date of service or primary payment (when Ambetter is secondary)	
EFT/ERA - PaySpan Health To register call: 1-877-331-7154 or visit www.payspanhealth.com – This service is free!	

Specialty Companies/Vendors

Behavioral Health – Cenpatico www.cenpatico.com Phone: 1-877-687-1196 – Payor ID 68069	Dental Services – DentaQuest www.dentaquest.com Phone: 1-888-308-4766 – Payor ID CX014
High Tech Radiology Imaging Services – NIA www.radmd.com Phone: 1-800-424-4916	Pharmacy Services – US Script www.usscript.com Phone: 1-866-768-0468 – BIN # 008019
Vision Services – Total Vision Health Plan www.opticare.com Phone: 1-866-753-5779 – Payor ID 56190	24 Hour Nurse Advice Line – NurseWise® http://www.nurseresponse.com/ Phone: 1-877-687-1196

Member Identification

		IN NETWORK COVERAGE ONLY	
		TDI	
Subscriber: Jane Doe Member: John Doe ID #: UXXXXXXXXX Plan: Ambetter Balanced Care 1 + Vision + Adult Dental		Effective Date of Coverage: XX/XX/XX Rx BIN#: 008019	
Copays PCP: Specialist: ER:		Coinsurance (Med/Rx): Deductible (Med/Rx): Rx (Generic/Brand):	

Ambetter.SuperiorHealthPlan.com

Member/Provider Services: 1-877-687-1196 Relay Texas/TTY: 1-800-735-2989 24/7 Nurse Line: 1-877-687-1196	Medical Claims: Superior HealthPlan Attn: CLAIMS PO Box 5010 Farmington, MO 63640-5010
Numbers below for providers: Pharmacy Help Desk: 1-855-339-4805 EDI Payor ID: 68069 EDI Help Desk: 1-800-225-2573 ext. 25525 Pharmacy Administer: US Script	

Additional information can be found in your Evidence of Coverage. If you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the plan's network will be covered without prior authorization. For updated coverage information, visit Ambetter.SuperiorHealthPlan.com.

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The above is an example of what the member ID card may look like.

Prior Authorization and Additional Information

Prior Authorizations:

You May Submit Prior Authorizations in 3 Ways:

1. Secure Web Portal at:
Ambetter.SuperiorHealthPlan.com
2. Phone: 1-877-687-1196
3. Fax: 1-855-537-3447 (Medical)

Inpatient Medical Admissions:

Fax to:

Notification of Medical Admissions: 1-866-838-7615
 Clinical Information: 1-800-380-6650

Mental Health/Substance Use Disorder Admissions/Concurrent Review:

Phone: 1-877-687-1196
 Fax: 1-855-283-9101

Call to provide clinical information and obtain authorization for all behavioral health admissions.

High Tech Imaging – MRI/CT/PET:

Phone: 1-877-687-1196
www.radmd.com

Quick Reference Guide

Behavioral Health – Prior Authorization is required for inpatient, Partial Hospitalization, Intensive Outpatient Treatment, Psychological Testing, and ECT, where these are state approved levels of care. Prior Authorization is not required for behavioral health outpatient services.

Laboratory Services – Our preferred outpatient lab vendors are LabCorp and Quest. An in-network lab must be utilized for all lab services.

Notification of Pregnancy (NOP) – Providers must submit an NOP Form at the time of the first prenatal visit. Forms may be completed online on our website at Ambetter.SuperiorHealthPlan.com.

Out-of-Network Providers – Ambetter members should be directed to in-network providers unless otherwise authorized by Ambetter from Superior.

Pain Management – Prior Authorization (PA) is required for injections related to pain management treatment. Documentation required for initial PA includes history of condition, symptoms, treatments attempted prior to injection, imaging reports. PA requests for additional injections require notes documenting progress since previous injections.

Vision – Must use Total Vision Health Plan network providers which can be found on our website using “Find A Provider.”