



STAR/CHIP Provider Manual Updated

The Sendero Health Plans STAR/CHIP Provider Manual has been updated and is effective Friday, September 1, 2017. Sendero reviews and revises the Provider Manual at regular intervals throughout the year. Please be sure you are familiar with information in the manual, including the following updates:

- New Customer Service telephone number and provider portal for eligibility and claims status DOS 9/1/2017 and after
- New billing address for paper claims/appeals DOS 9/1/2017 and after
- New payer ID for electronic claims DOS 9/1/2017 and after
- New EFT form DOS 9/1/2017 and after

Paper copies of the Provider Manual are available upon request by contacting Sendero Network Management at 1-855-895-0475.