

ADDRESS
Physical and Mailing Address

2028 E. Ben White Blvd.
Suite 400
Austin, TX 78741

WEBSITE

www.SenderoHealth.com

DEPARTMENT PHONE NUMBERS
Customer Service: 1-855-526-7388

Claims 1-855-526-7388	Health Services Medical Management 1-855-297-9191 Fax 512-901-9724	Behavioral Health Services - Beacon 1-888-287-5403 (CHIP) 1-888-287-5402 (STAR) IVR 1-888-210-2018 TTY/TTD 1-855-539-5876 Fax 512-329-6010 www.beaconhealthoptions.com
Vision Services - Envolv 1-877-615-7730	Network Management 1-855-895-0475 Fax 512-901-9704	
	Pharmacy Services - Navitus 1-877-908-6023	

SELF-REFERRALS
PCP referral is not required when a participating network specialist is utilized for:

- Out-of-area emergency services
- Family planning services
- Early Childhood intervention (ECI) case management services
- Children & Pregnant Women (CPW) case management services
- School Health Related Services (SHARS) program services
- Department of Assistive and Rehabilitation (DARS) case management services for STAR Members
- Department of State Health Services (DSHS) case management services for STAR Members
- Department of Aging and Disability Services (DADS) case management services for STAR Members

In-network only Self-referral for Covered Services

- Behavioral health services
- Emergency room care
- Obstetric services
- Well-woman gynecological services
- Vision care including covered eye glasses

MEDICAL CLAIMS
Mailing Address:

Sendero Health Plans
ATTN: CLAIMS
PO Box 3869
Corpus Christi, TX 78463

*Submit claims within 95 days of the date of service

Electronic Claims: Clearinghouse of choice
EDI Payor ID: 36426

*Please review Acceptance and Rejection Report from your Clearinghouse of choice - All claims received in through Change Healthcare (formerly Emdeon) to 3rd party payor

**RECONSIDERATIONS/
APPEALS**

Level I Reconsiderations:
Sendero Health Plans
ATTN: Sendero Reconsiderations
PO Box 3869
Corpus Christi, TX 78463

*File claim appeals within 120 days from the date of the explanation of payment.

Level II Appeals:
Sendero Health Plans
ATTN: Sendero Appeals
2028 E. Ben White Blvd., Suite 400
Austin, TX 78741

*A Level II Appeal cannot take place unless a previous Reconsideration has been submitted and denied. File Appeals within 30 calendar days of the Reconsideration decision.

ONLINE TOOLS

Check Eligibility & Claims Status for Medicaid STAR & CHIP:
<https://senderosc.abovehealth.com>

Online Access to EOPS and Authorizations:
<https://sendero.valencehealth.com>

Submit a Claim Electronically:
<https://office.emdeon.com/vendorfiles/sendero.htm>

BEHAVIORAL HEALTH CLAIMS

Mailing Address:
Beacon Health Options
ATTN: Claim Department
500 Unicorn Park Drive, Suite 401
Woburn, MA 01801-3393

BEHAVIORAL HEALTH APPEALS

Mailing Address:
Beacon Health Options
912 South Capitol of Texas, Suite 350
Austin, TX 78746

EFFECTIVE 03/01/2012

Medical benefits and eligibility must be verified prior to requesting authorization.

The following services must be prior-authorized before rendering the service:

Admission notification and Prior Authorization requests can be submitted:

ONLINE: <https://sendero.valencehealth.com/login.aspx>

FAX: 512-901-9724

PHONE: 1-855-297-9191

PRIOR AUTHORIZATION LIST			
<p>Inpatient/Skilled Nursing Facility Services</p> <ul style="list-style-type: none"> • Prior authorization of an emergent, elective or scheduled admission is NOT required • Facility is responsible for admission notification to Sendero • Prior day admissions for surgical procedures 	<p>Behavioral Health Services</p> <ul style="list-style-type: none"> • Behavioral Health outpatient treatments visit > 20 • Neuropsychological and Psychological Testing • All elective inpatient admissions • Prior authorization of an emergent admission is NOT required, however the facility must provide notification of admission by the close of the next business day. 	<p>Surgeries/Procedures (Inpatient or Outpatient)</p> <ul style="list-style-type: none"> • Circumcision >1 year of age • Cochlear Implants • Hyperbaric treatment for wound care • Bariatric Surgery (STAR) • Surgeries with potential cosmetic indications (i.e., panniculectomies, reduction mammoplasties, blephoroplasties, etc.) 	<p>Outpatient Services/Treatment</p> <ul style="list-style-type: none"> • Bio feedback • injectable drugs > \$500 AWP • Sleep studies / sleep labs • TMJ treatment • Synagis • Pevnar for children > 5 yrs of age • PT, ST or OT (excluding initial evaluation)
<p>Ancillary/Specialty Services</p> <ul style="list-style-type: none"> • Chiropractic care > 8 visits • Organ or bone marrow transplants • Renal Dialysis • Notification only of Hospice Services 	<p>DME/Orthotics/Prosthetics</p> <ul style="list-style-type: none"> • DME (rental or purchase) and medical supplies >\$500 purchase price • Wound VACs • Orthotics, Prosthetics or Dental devices purchase price >\$500 per item • Hearing Aids 	<p>Radiology</p> <ul style="list-style-type: none"> • CAT Scans, MRIs & MRAs not provided in an inpatient or Emergency Room setting • PET Scans / SPECT scans • Radiological procedures that require admission for observation • OB ultrasounds > 3 	<p>Home Health</p> <ul style="list-style-type: none"> • Skilled nursing visits > 3 visits • PT, ST or OT (excluding initial evaluation) • Infusion therapy • Private duty nursing
<p>Treatment Related Services</p> <ul style="list-style-type: none"> • Investigational or Experimental drugs or procedures • New Technologies • Implantable pumps & devices • Clinical trials\ covered by CMS 	<p>Out of Network or Area Services</p> <ul style="list-style-type: none"> • All out of network or out of area inpatient, outpatient hospital admissions, surgeries, procedures, referrals, evaluations, specialty services and / or treatments 	<p>Transportation</p> <ul style="list-style-type: none"> • Non-emergent ground and air ambulance services • Medically Necessary Transportation other than that provided by the Medical Transportation Program (MTP) 	<p>Value Added Services</p> <ul style="list-style-type: none"> • Request for Cell Phones • Request for New Mother Gift Packages • Request for Dental Vouchers for Pregnant Women