

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/TDD 1-855-539-5876 Fax 512-329-6010 www.beaconhealthstrategies.com
Vision Services - OptiCare 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 and Pregnant Women (CPW) case management services
- ★ School Health and Related Services (SHARS) program services
- ★ Department of Assistive and Rehabilitative (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 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 East 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 Strategies
 ATTN: Claim Department
 500 Unicorn Park Drive, Suite 401
 Woburn, MA 01801-3393

BEHAVIORAL HEALTH APPEALS
Mailing Address:

Beacon Health Strategies
 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

Inpatient / Skilled Nursing Facility Services <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 	Behavioral Health Services <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. 	Surgeries / Procedures (Inpatient or Outpatient) <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, blepharoplasties, etc...) 	Outpatient Services / Treatment <ul style="list-style-type: none"> ★ Bio-feedback ★ Injectable drugs > \$ 500 AWP ★ Sleep studies / sleep labs ★ TMJ treatment ★ Synagis ★ Plevnar for children > 5 yrs of age ★ PT, ST or OT (excluding initial evaluation)
Ancillary / Specialty Services <ul style="list-style-type: none"> ★ Chiropractic care > 8 visits ★ Organ or bone marrow transplants ★ Renal Dialysis ★ Notification only of Hospice Services 	DME / Orthotics / Prosthetics <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 	Radiology <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 	Home Health <ul style="list-style-type: none"> ★ Skilled nursing visits > 3 visits ★ PT, ST or OT (excluding initial evaluation) ★ Infusion therapy ★ Private duty nursing
Treatment Related Services <ul style="list-style-type: none"> ★ Investigational or Experimental drugs or procedures ★ New Technologies ★ Implantable pumps & devices ★ Clinical trials covered by CMS 	Out of Network Area Services <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 	Transportation <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) 	Value Added Services <ul style="list-style-type: none"> ★ Requests for Cell Phones ★ Requests for New Mother Gift Packages ★ Requests for Dental Vouchers for Pregnant Women