



Notice to Sendero STAR/CHIP Providers Claims Administration Changes

WHAT IS CHANGING?

- Sendero will transition claims processing and customer service for **STAR/CHIP** providers **effective 9/1/2017**. This change applies to Sendero STAR/CHIP only.

WHAT IS NOT CHANGING?

- If you are currently a **Sendero IdealCare provider**, continue to use the same claim process for submission of your IdealCare claims. Sendero IdealCare electronic claims will still be submitted using EDI Vendor ID 11440. Sendero IdealCare paper claims and appeals will still be submitted to PO BOX 301425, Houston TX 77230. Sendero IdealCare Customer Service will still be 1-844-800-4693.

HOW WILL THIS AFFECT STAR/CHIP PROVIDERS?



STAR/CHIP claims with dates of service **8/31/2017 and before:**

- Continue submitting electronic claims to Sendero **STAR/CHIP** using EDI Vendor ID 36426.
- Continue to submit **STAR/CHIP** paper claims and appeals to :
Sendero Health Plans
P.O. BOX 3869
Corpus Christi, TX 78463
- For claims customer service and eligibility verification, call Sendero's **STAR/CHIP** Customer Service at 1-855-526-7388.



STAR/CHIP claims with dates of services **9/1/2017 and after:**

- Submit electronic claims to Sendero **STAR/CHIP** using the **new EDI Vendor ID SCS17**. **Claims must be submitted through TriZetto or Change Healthcare.**
- Submit **STAR/CHIP** paper claims and appeals to:
Sendero Health Plans
P.O. BOX 15507
Austin, TX 78761
- For claims customer service and eligibility verification, call the **new Sendero STAR/CHIP Customer Service at 1-844-872-0537**.



- Sendero **STAR/CHIP** will no longer accept electronic claims through EDI Vendor ID 36426 or paper claims/appeals at PO BOX 3869, Corpus Christi TX 78463 for claims with **DOS 9/1/2017 and after**.

Future updates related to the transition will be posted to the **STAR/CHIP** Provider News page here: <https://www.senderohealth.com/chipstareng/pnews.html>

We appreciate your patience through this transition. Should you have any questions, please direct them to providers@senderohealth.com