



888-243-3312  
 Monday – Friday 8am to 5pm  
[cookchp.org](http://cookchp.org)

Department	Type of Issue or Request	Email Address	Fax Number
<b>Care Management</b>	Prior-Authorizations, Case Management, Referrals, Disease Management, Member Education	<a href="mailto:CCHPPriorauthorizations@cookchildrens.org">CCHPPriorauthorizations@cookchildrens.org</a> <a href="mailto:CCHPDenialandAppeal@cookchildrens.org">CCHPDenialandAppeal@cookchildrens.org</a> <a href="mailto:CCHPStarKidsServiceCoordination@cookchildrens.org">CCHPStarKidsServiceCoordination@cookchildrens.org</a>	682-885-8402 844-346-8402 682-303-0005 STAR Kids LTSS 844-843-0005
<b>Claims Department</b>	Claim Status, Payments, Appeals or Questions	<a href="mailto:CCHPClaims@cookchildrens.org">CCHPClaims@cookchildrens.org</a> <a href="mailto:CCHPClaimAppeals@cookchildrens.org">CCHPClaimAppeals@cookchildrens.org</a>	682-885-2148 682-888-8404
<b>Compliance</b>	Member and Provider Complaints, Fraud, Waste and Abuse	<a href="mailto:CCHPCompliance@cookchildrens.org">CCHPCompliance@cookchildrens.org</a>	682-303-0276
<b>Coordination of Benefits</b>	Other Health Insurance, Third Party Resources, Cost Avoidance Verification Reports	<a href="mailto:CCHPCOB@cookchildrens.org">CCHPCOB@cookchildrens.org</a>	682-885-8401
<b>Customer Service</b>	Member Demographic Updates, PCP Changes, ID Card Requests, Value Added Services, Legal Documentation	<a href="mailto:CCHPCustomerSVC@cookchildrens.org">CCHPCustomerSVC@cookchildrens.org</a>	682-885-8401 STAR Kids 844-843-0004
<b>Electronic Visit Verification</b>	Open Visit Maintenance Unlock Requests, EVV Questions	<a href="mailto:CCHPEVV@cookchildrens.org">CCHPEVV@cookchildrens.org</a>	
<b>Finance</b>	Electronic Funds Transfer, Electronic Remittance Advice	<a href="mailto:CCHPFinance@cookchildrens.org">CCHPFinance@cookchildrens.org</a>	682-885-8482
<b>Interpreter Services</b>	Interpreter Requests, Translation Requests, Interpreter Complaints	<a href="mailto:CCHPInterpreterRequest@cookchildrens.org">CCHPInterpreterRequest@cookchildrens.org</a>	682-885-8401

Department	Type of Issue or Request	Email Address	Fax Number
<b>Member Advocates</b>	STAR Kids Member Assistance for Access to Care, Complaints and Appeals	<a href="mailto:CCHPMemberAdvocate@cookchildrens.org">CCHPMemberAdvocate@cookchildrens.org</a>	682-885-8401
<b>Network Development</b>	Credentialing, Contracting, Demographic Changes (TPI, NPI, Billing Updates)	<a href="mailto:CCHPNetworkDevelopment@cookchildrens.org">CCHPNetworkDevelopment@cookchildrens.org</a>	682-885-8403
<b>Provider Relations</b>	Provider Education and Training	<a href="mailto:CCHPProviderRelations@cookchildrens.org">CCHPProviderRelations@cookchildrens.org</a>	682-885-8436
<b>Quality</b>	Quality of Care Concerns, HEDIS, Access and Availability	<a href="mailto:CCHPQualityImprovement@cookchildrens.org">CCHPQualityImprovement@cookchildrens.org</a>	682-885-8494

Vendor	Service	Email Address Website	Number
<b>Availity</b>	Claims Clearinghouse CHIP Payor ID: CCHP1 STAR/STAR Kids Payor ID: CCHP9	Website: <a href="http://www.availity.com">www.availity.com</a>	Ph.: 800-282-4548
<b>Beacon Health Services</b>	Mental Health Services	Email: <a href="mailto:TexasProviderRelations@beaconhealthoptions.com">TexasProviderRelations@beaconhealthoptions.com</a> Website: <a href="http://www.beaconhealthoptions.com/providers/login/">www.beaconhealthoptions.com/providers/login/</a>	Ph.: 855-481-7045 Fax: 855-371-9227
<b>National Vision Administrators</b>	Vision Services	Email: <a href="mailto:Providers@e-nva.com">Providers@e-nva.com</a>	Ph.: 888-830-5630 Fax: 888-830-5560
<b>Navitus Pharmacy</b>	Prescription Services	Email: <a href="mailto:Providerrelations@navitus.com">Providerrelations@navitus.com</a> Website: <a href="http://www.navitus.com">www.navitus.com</a>	Ph.: 866-333-2757 Hotline: 877-908-6023 Fax: 866-808-4649

Paper Claims Mailing Address:  
Cook Children's Health Plan  
P.O. Box 961295  
Fort Worth, TX. 76161-1295

Appeals, COB and General Mailing Address:  
Cook Children's Health Plan  
P.O. Box 2488  
Fort Worth, TX. 76113-2488