

Providing CHIP and Medicaid services to Tarrant, Denton, Parker, Wise, Hood and Johnson

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“Ask the Docs” About Prenatal Oral Health

In an effort to improve oral health outcomes for moms and babies, the Texas Department of State Health Services – Oral Health Improvement Program (OHIP) has partnered with Children’s Oral Health Coalition led by Cook Children’s to host a series of “Ask the Docs” virtual events.

Sessions feature medical and dental experts to guide meaningful conversations, provide accurate information, address common barriers to care, and identify opportunities for care coordination.

The series is for dentists, ob-gyns, other prenatal/medical Providers, dental hygienists/assistants, and nurses.

For more information, visit: dhs.texas.gov/dental/askthedocs.

You’re invited to the first session, Safety of Dental Treatment & COVID-19 Vaccination during Pregnancy, on Wednesday, September 22, 2021 from 5:30pm to 6:30pm.

Registration Link

Access and Availability

Cook Children’s Health Plan in collaboration with our network Providers must strive to comply with Health and Human Services (HHS) standards for appointment accessibility.

Visit the Quality Improvement page located at cookchp.org to view the Access Standards for Primary Care Providers and Specialty Care Providers. Take a moment to review these standards and be prepared for periodic survey calls to verify that your office is compliant.

Contact Provider Relations at CCHPPProviderRelations@cookchildrens.org if your office has any questions regarding appointment accessibility standards.

Therapy Treatment Signatures

Initial therapy evaluations are to be completed within 21 calendar days from order receipt date. If a prior authorization request for therapy treatment is then submitted and approved, initiation of therapy treatment services should occur within 21 calendar days from the evaluation completion date in order to ensure that Members are receiving timely access to therapy services.

Please review and sign prior authorization forms and therapy plans of care for Occupational, Physical, and/or Speech Therapy as soon as possible to ensure timely access to therapy services. For additional guidance related to therapy authorization, please review our Therapy Services Handbook or reach out to CCHPPriorAuthorizations@cookchildrens.org.

Therapy Services Handbook

Visit the Therapy Information page located on cookchp.org to review the updated Therapy Services Handbook.

Provider Demographic Updates

If a change needs to be made to one of the following:

- Licensure
- Address
- Phone Number
- Fax Number
- Routine Office Hours
- Email Address
- Access and Availability
- Group Affiliation
- Add/deactivate TIN

Please submit a Customer Service Request via the Secure Provider Portal, select the topic: Provider Demographics Changes:

- Please allow 10 business days to process your request
- Tax ID updates cannot be processed without a properly completed current W-9 form
- Forms can be located by visiting our website at cookchp.org, click on Providers, Provider Manuals and Forms

It is important to update your demographic information with Texas Medicaid & HealthCare Partnership (TMHP) through the Provider Information Management System (PIMS). For more information about how to use PIMS refer to the Provider Information Management System (PIMS) User Guide.

For questions or assistance, please contact Network Development at CCHPNetworkDevelopment@cookchildrens.org.

Texas Health Steps

Medical Checkup Diagnosis Codes

Providers must bill the age appropriate preventive diagnosis code for the Texas Health Steps (THSteps) visit.

- Bill only one age appropriate preventive diagnosis code per claim
 - Z00.110, Z00.111, Z00.129, Z00.121, Z00.00, Z00.01
- Must point to the age appropriate preventive diagnosis code as the primary diagnosis code for each claim line
 - This includes the preventive E/M, vaccine/toxoid, vaccine administration code, screenings, etc.
 - The Encounter for immunization diagnosis code, Z23, may be billed as the secondary diagnosis code for the vaccine/toxoid code(s) and vaccine administration code(s)

Developmental Screenings

- Required component of every medical checkup for Members birth through 6 years of age
- Procedure code: 96110
- Modifier: None
- Required screening tools
 - Ages and stages questionnaire (ASQ)
 - Ages and stages questionnaire: Social-Emotional (ASQ:SE)
 - Parents' evaluation of development status (PEDS)
 - Survey of well-being of young children (SWYC)
- Requires authorization if done outside of THSteps
- Limited to once per day per Member

Autism Screenings

- Required at 18 months and again at 24 months of age
- Procedure code: 96110
- Modifier: U6
- Required screening tool
 - Modified checklist for autism in toddlers (M-CHAT)
 - Modified checklist for autism in toddlers revised with follow-up (M-CHAT R/F)
- Limited to once per Member

Note: The Member's medical record must include documentation identifying the tool that was used, the screening results, and any referrals that are made.

Flu Season

Flu season begins in October and continues through the end of May. Flu vaccines are a covered benefit for all Members enrolled with Cook Children's Health Plan. The optimal time to receive a flu vaccine is as soon as it is available. The vaccine may be administered one time per flu season.

When billing for Influenza A & B testing do not bill 87804 with two units. Bill two lines as follows:

- Modifier QW is billed on the first line
 - 87804 QW
- Modifier QW and modifier 91 is billed on the second line
 - 87804 QW 91
- Do not bill modifier 59

School/Sports Physicals

STAR Kids, CHIP and STAR Members ages 3 through 18 years of age are allowed one school/sports physical in addition to their Texas Health Steps/medical checkup per calendar year as part of our value added services. A calendar year begins on January 1st and ends on December 31st.

Billing Tips:

- Providers billing for STAR/STAR Kids should bill the school/sports physical and THSteps medical checkup on separate claims
- Providers billing for CHIP should bill both school/sports physical and medical checkup on the same claim
- Providers should bill an E/M code for the school/sports physical (CPT Codes 99201 - 99205, 99211 – 99215)
- Providers should bill diagnosis code Z02.5 when billing for a school/sports physical and link it to the appropriate claim line for the acute E/M

Non-Emergency Medical Transportation (NEMT) Service – Access2Care

Cook Children's Health Plan coordinated with Access2Care to provide non-emergency medical transportation for STAR and STAR Kids Members. Access2Care will provide transportation to non-emergency health care appointments for Members who have no other transportation options. Such transportation includes rides to the doctor, dentist, hospital, pharmacy, and other places an individual receives Medicaid services.

Access2Care does not include ambulance trips.

If you have a STAR or STAR Kids Member that would benefit from receiving transportation services, please refer them to Access2Care at 844-572-8195 (TTY: 7-1-1) to schedule a ride.

Abuse, Neglect and Exploitation (ANE)

Cook Children's Health Plan and Providers must report any allegation or suspicion of ANE to the appropriate entity. Additional state laws and Provider requirements continue to apply.

Report by Phone: Call CCHP 888-243-3312, press 5, then press the line of business (1 STAR, 2 CHIP, 3 STAR Kids), then press 3 for Care Management Department.

Report by Email:

STAR/CHIP - CCHPCaseManagers@cookchildrens.org

STAR Kids - CCHPStarKidsServiceCoordination@cookchildrens.org

Contact:

- DADS at 800-647-7418
- DFPS at 800-252-5400 or in non-emergency situations, online at txabusehotline.org

Report to Local Law Enforcement:

- If a Provider is unable to identify state agency jurisdiction but an instance of ANE appears to have occurred, report to a local law enforcement agency and DFPS

Fraud, Waste & Abuse

The Texas Health and Human Services Commission Inspector General (IG) is responsible for investigating Medicaid fraud, waste, and abuse in Texas Health and Human Services programs. To report suspected Medicaid fraud, waste or abuse, please contact the IG Integrity Line at 800-436-6184 or visit their website. <https://oig.hhsc.texas.gov>.

You may also report fraud, waste or abuse directly to Cook Children's Health Plan. Log in to the Secure Provider Portal and submit a Customer Service Request, select the Topic: Report Fraud, Waste or Abuse.

Visit the Provider Relations page located on our website cookchp.org to learn more about Fraud, Waste & Abuse.

Healthy Texas Women

Healthy Texas Women is a program dedicated to offering women's health and family planning at no cost to eligible women in Texas.

These services help women:

- Plan their families
- Future pregnancy planning
- General health

Women can receive these benefits if:

- They are between the ages of 18 to 44 years old
- They are between the ages of 15 to 17 years old and have a parent or legal guardian apply, renew, and report changes to their case on their behalf
- Are a U.S. citizen or legal immigrant
- Are a resident of Texas
- Don't have health insurance
- Are not pregnant
- Meet the income requirements

Women currently enrolled in Medicaid for Pregnant Women, may be automatically enrolled in the Healthy Texas Women program when their coverage ends. If the woman is eligible, she will receive a letter from Texas Health and Human Services confirming she has been enrolled in the Healthy Texas Women program. For more information visit Healthy Texas Women or call 877-541-7905.

You can help promote women's health programs in Texas by downloading or ordering copies of applications, facts sheets, posters and other materials. To order these materials at no cost to you, fill out the online order form.

- [Healthy Texas Women Client Fact Sheet - English](#)
- [Healthy Texas Women Client Fact Sheet - Spanish](#)

Help Me Grow North Texas

Help Me Grow promotes child development by working to successfully link families to community resources that meet their needs. This happens through cross system collaboration of existing community resources that meet all family's needs.

Navigators are available to brainstorm with Providers who may not necessarily need to refer a family to Help Me Grow, but simply require resource or coaching support. The Navigators are fully trained to locate resource options. Providers are welcomed to schedule time to connect with the full team to present their program's services, or to receive counsel on any resource challenges they may have.

- Is a support network of community resources for families with children ages 0 to 6
- Links young children and their families to community-based programs and services
- Families and Providers can reach Help Me Grow North Texas through a phone line, email, and website
 - Help Me Grow North Texas Navigators answer calls Monday through Friday, 8am-5pm.
 - The website offers child development resources, activities, and free developmental screenings.

Help Me Grow North Texas does not provide direct services, but helps build parent/caregiver and Provider knowledge of typical child development and healthy brain building habits, and links them to supportive services available in the community. This helps promote healthier communities important for maximizing children's potential and helping all families thrive.

Three things Help Me Grow North Texas Navigators do:

- Connect to community resources based on the family's individual needs
- Help in answering pregnancy, parenting, and child development questions
- Offer free developmental screenings for any child age 0 to 6

For more information on the program's services, contact Leann Turbeville, Program Director, Centralized Access and Navigation at info@helpmegrownorthtexas.org, or by calling 817-360-2533.

For more information on how to refer to a family email Referral@HelpMeGrowNorthTexas.org. Referral forms can also be faxed to 817-810-3980.

- Refer a Family (Spanish)
- Refer a Family (English)

Phone: 844-NTX-KIDS (689-5437)

Email: Info@HelpMeGrowNorthTexas.org

Website: HelpMeGrowNorthTexas.org

Secure Provider Portal

We encourage all Providers to request access and utilize the portal to verify eligibility, check claim status, submit claim appeals/reconsiderations, and request prior authorizations. If you do not have access to the Secure Provider Portal please refer to the Secure Provider Portal Reference Guide to request account access.

For assistance in navigating the Secure Provider Portal register for our monthly webinar by visiting the Provider Relations page located on cookchp.org, select the Provider Training Webinar Schedule 2021. Review the calendar and follow the instructions to register for the webinar of your choice.

Provider Training Webinars

We'd love to have you or a member of your team attend our Provider training webinars. Visit the Provider Relations page located on our website cookchp.org, to review our provider training webinar schedule and register for an upcoming webinar.

Provider Relations

How can we help you? If you need assistance or would like to know who your Provider Relations Coordinator is please email CCHPPProviderRelations@cookchildrens.org.