

Superior HealthPlan
Nursing Facility Triage and Escalation

- i. FIRST POINT OF CONTACT - *Superior HealthPlan Provider Services Hotline: 1- 877-391-5921*** Please contact Provider Services for questions on claim payments, rejections, and denials. For claims related questions, be sure to have your claim number available. HIPAA Validation will still occur.
- ii. SECOND POINT OF CONTACT** – For unresolved claims issues, negative balance inquiries, and contracting/CHOW issues, contact the assigned Provider Relations Representative*

**See attached spreadsheet for Provider Relations contact information for each Service Area*
- iii. ESCALATION PROCESS**

 - A.** Contact the applicable Manager of Provider Relations for each Service Area, if a response to an inquiry/call is not returned timely or there is an issue related to an individual Provider Relations Representative that requires response and attention.
 - B.** A complaint should be filed with Superior HealthPlan if an issue is not resolved to a Provider’s satisfaction.

(i) Provider Complaints:

 - Online through a link on Superior’s website at:
www.SuperiorHealthPlan.com/contactus/
 - Filing a complaint form:
www.SuperiorHealthPlan.com/contact-us/complaint-hotline/complaint-form/
 - Submitting a written complaint through e-mail to:
TexasProviderComplaints@centene.com.
 - Mailing or faxing a written complaint to the following:
Superior HealthPlan ATTN: Complaint Department
2100 South IH-35, Suite 200
Austin, Texas 78704
Fax: 1-866-683-5369

(ii) Claim Appeals:

 - You have 365 days from the date of service to submit a claim for Room and Board charges. If you received a denial that requires a corrected claim submission, you have 365 days from date of service. If the 365 days from date of service has exhausted, you will have 120 days from the last date of adjudication to submit a corrected claim. You have 95 days from date of service to submit a claim for Add on Service and a 120 days from the last date of adjudication to submit a corrected claim.
 - Claims appeals must be submitted via the Provider portal or in writing to:
Superior HealthPlan
Attn: Claims Appeals
P.O. Box 3000
Farmington, Missouri 63640-3800