

Superior HealthPlan
Nursing Facility Triage and Escalation
Claims and Provider Service Issues

- 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:**
- All appeals of claims and requests for adjustments must be received by Superior within one hundred and twenty (120) days from the date of the last denial of and/or adjustment to the original 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