

Superior HealthPlan  
Nursing Facility Triage and Escalation

**i. TRIAGE - Superior HealthPlan Service Coordination Hotline: 1- 877-277-9772**

For Triage, Call Service coordination hotline to be transferred to the Appropriate Department or Person.

**ii. FIRST POINT OF CONTACT - For Member-specific issues, contact the assigned NF Service Coordinator\***

*\*See attached spreadsheet for Service Coordinators information for each Service Area*

**iii. ESCALATION PROCESS**

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

**(i) Provider Complaints:**

- Online through a link on Superior's website at: [www.SuperiorHealthPlan.com/contactus/](http://www.SuperiorHealthPlan.com/contactus/)
- Filing a complaint form:  
[www.SuperiorHealthPlan.com/contact-us/complaint-hotline/complaint-form/](http://www.SuperiorHealthPlan.com/contact-us/complaint-hotline/complaint-form/)
- Submitting a written complaint through e-mail to: [TexasProviderComplaints@centene.com](mailto: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) Member Complaints:**

- Call Superior toll-free at 1-866-516-4501
- File a complaint on Superior's website at [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com) (Contact Us link)
- Write a letter or complete and submit Superior's complaint form. A copy of the complaint form can be printed from Superior's website. Mail/fax the complaint to:  
Superior HealthPlan, Attn: Complaint Dept.  
2100 South IH-35, Suite 200  
Austin, TX 78704  
Fax: 1-866-683-5369