

Credentialing Provider Resource

- **Step one:** Enroll as a Medicaid provider through TMHP.
- **Step two:** Begin contracting with Medicaid MCOs by visiting the links below.
- **Step three:** Once you have submitted your contract, the MCO will initiate the credentialing process.
 - You should expect to receive a letter from Verisys, the statewide consolidated credentialing verification organization (CVO) asking for you to complete the credentialing application, with submission instructions. Verisys will reach out to you to obtain any missing or incomplete information and verify the information you have provided on your application.
 - If you are contracting with multiple health plans at the same time, please indicate which plans are allowed to use your application so that one application can be used for multiple plans.
 - For questions regarding your credentialing application or status updates, contact the MCO credentialing contact listed below.
 - Your re-credentialing due date (required every three years) will be aligned by Verisys for all Medicaid plans you are contracted with and only one application submission will be required. You will receive a letter reminding you to submit your application 90 days in advance of the due date.
- **Step four:** Your MCO will notify you of your acceptance into their network. Once you are fully enrolled in Medicaid and contracted and credentialed with your health plan, you may begin providing services.

MCO	Contracting Website	Credentialing Contact	Provider Referrals	General Questions
Aetna Better Health	LINK	abhtxcredentialing@aetna.com STAR: 800-306-8612 (Tarrant) 800-248-7767 (Bexar) STAR Kids: 844-787-5437	STAR: mbutxcmreferral@aetna.com STAR Kids: txsksupervisors@aetna.com	TX ICM Leaders TXICMLeaders@AETNA.com
		Escalation Contact: Linda Graves, Ld. Dir Network Mgt. gravesl@aetna.com		Escalation Contact: Stephanie Wagers, Director of Care Management stephanie.wagers@aetna.com
Blue Cross Blue Shield	LINK	Aretha Harris Aretha_Harris@bcbstx.com	Chevalier De Shay chevalier_deshay@bcbstx.com	Chevalier De Shay chevalier_deshay@bcbstx.com
Community First Health Plans	LINK	Network Management (210) 358-6294 nmanagement@cfhp.com	Provider Relations (210) 358-6030 prelations@cfhp.com	Deborah Rollston drollston@cfhp.com chelp@cfhp.com (210) 413-8649
Community Health Choice	LINK	Natasha Pierce 713-848-6750	Prior Authorizations Fax: 713.295.2283	ProviderWebInquiries@CommunityHealthChoice.org 713.295.2295 or 1.888.760.2600

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			Clinical Submission Fax: 713.295.7030	
Cook Children's Health Plan	LINK	Network Development cchpnetworkdevelopment@cookchildrens.org	cchpproviderrelations@cookchildrens.org	cchpproviderrelations@cookchildrens.org
Dell Children's Health Plan/ Seton	LINK	txcredentialing@ascension.org	https://dellchildrenshealthplan.com/for-providers/join-our-network/ (512) 324-3125, option 4	https://dellchildrenshealthplan.com/for-providers/join-our-network/ (512) 324-3125, option 4
Driscoll Health Plan	LINK	dhpcontracting@dchstx.org	Norma Chapa, Manager of Population Health (361) 694-6939 norma.chapa2@dchstx.org	Norma Chapa, Manager of Population Health (361) 694-6939 norma.chapa2@dchstx.org
El Paso Health	LINK	Gabriel De Los Santos, Contracting & Credentialing Manager (915) 298-7198, Ext 1128 gdelossantos@elpasohealth.com	Gabriel De Los Santos, Contracting & Credentialing Manager (915) 298-7198, Ext 1128 gdelossantos@elpasohealth.com	Cynthia Moreno, Manager Provider Relations 915-298-7198, Ext 1044 cmoreno@elpasohealth.com
		Erika Ozuna,	Erika Ozuna,	Erika Ozuna, Director Provider Relations & Contracting Credentialing (915) 298-7198, Ext 1119 eozena@elpasohealth.com
				Vanessa Berrios,

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		Director Provider Relations & Contracting Credentialing (915) 298-7198, Ext 1119 eozena@elpasohealth.com	Director Provider Relations & Contracting Credentialing (915) 298-7198, Ext 1119 eozena@elpasohealth.com	Compliance Director (915) 298-7198 ext 1040 vberrios@elpasohealth.com Erica Mendez, Lead Compliance Analyst (915) 241-4424 erica.lerma@elpasohealth.com
Molina Healthcare	LINK	Mhtcontractrequest@molinahealthcare.com	Mhtcontractrequest@molinahealthcare.com	Mhtxproviderservices@molinahealthcare.com
Parkland Community Health Plan	LINK	Credentialing inquiries: pchp.credentialing@phhs.org Contracting inquiries: (214) 266-2100 pchp.contractingdepartment@phhs.org	pchpumcasemanagement@phhs.org 1-888-672-2277	pchpumcasemanagement@phhs.org 1-888-672-2277
Scott and White/ FirstCare	LINK	Michelle Redden HPCREDENTIALINGGROUP@BSWHealth.org	PROVIDERNETWORK@BSWHealth.org	HPPROVSERVICES@BSWHealth.org
Superior Health Plan	LINK	Account Management statewide.am@superiorhealthplan.com	statewide.am@superiorhealthplan.com	Provider Services (STAR/CHIP) 1-877-391-5921

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Texas Children's Health Plan	LINK	TCHPCredentialing@texaschildrens.org	(832) 828-1430	<p>Fax: (832) 825-9360</p> <p>CaseManagementPhysicianReferral@TexasChildrensHospital.org</p> <hr/> <p>Stephanie Humbert, MBA, RN, Assistant Director Care Coordination: slhumbe2@texaschildrens.org (346) 232-4280</p>
UnitedHealthcare Community Plan	LINK	<p>Maria Moreland 888-787-4107 uhc_cp_prov_relations@uhc.com</p>	cpw@uhc.com	<p>Deandra Abuto (952) 202-9761 Deandra_abuto@uhc.com</p> <hr/> <p>Jasmyn Amos jasmyn_amos@uhc.com</p>
Wellpoint	LINK	txcredentialing@amerigroup.com	Derek Hender, RN derek.hender@amerigroup.com	Derek Hender, RN derek.hender@amerigroup.com