

Medicaid Managed Care CPW Resources for Providers

- **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 (formally Aperture)**, the statewide consolidated credentialing verification organization (CVO) asking for you to complete the credentialing application through [CAQH ProView](#). Verisys will reach out to you to obtain any missing or incomplete information and verify the information you have provided on the application.
 - If you are contracting with multiple 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. Your application must be attested to in CAQH every 120 days to remain active and available for use. If your application is not current, you will be asked to attest to/re-submit your application in CAQH.
 - 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:** The 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 Process Questions
Aetna Better Health	LINK	abhtxcredentialing@aetna.com STAR: 800-306-8612 (Tarrant) 800-248-7767 (Bexar) STAR Kids: 844-787-5437 Escalation Contact: Linda Graves Ld. Dir Network Mgt. gravesl@aetna.com	STAR: mbutxcmreferral@aetna.com STAR Kids: txsksupervisors@aetna.com	Escalation Contact: Aulina Bradley Director of Care Management bradleya5@aetna.com
Amerigroup		txcredentialing@amerigroup.com	Monique Baha monique.baha@amerigroup.com	Monique Baha monique.baha@amerigroup.com
Blue Cross Blue Shield of Texas	LINK	Chevalier De Shay chevalier_deshay@bcbstx.com	Victor Santillan victor_m_santillan@bcbstx.com	Chevalier De Shay chevalier_deshay@bcbstx.com
Community First Health Plans	LINK	Network Management 210-358-6200 nmcfhp@cfhp.com	210-413-8649 chelp@cfhp.com	Deborah Rollston drollston@cfhp.com
Community Health Choice	LINK	Aaron Garza aaron.garza@communityhealthchoice.org	Michael Justice, RN michael.justice@communityhealthchoice.org	Michael Justice, RN michael.justice@communityhealthchoice.org

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Cook Children's Health Plan	LINK	<p>Network Development 1-800-964-2247</p> <p>Traci Simmons Manager, Network and Development traci.simmons@cookchildrens.org 682-885-6469</p>	<p>Christine Owens Provider Relations Manager, Network and Development christine.owens@cookchildrens.org 682-885-7049</p>	<p>Christine Owens Provider Relations Manager, Network and Development christine.owens@cookchildrens.org 682-885-7049</p>
Dell/Seton Children's Health Plan	LINK	<p>txaus-mb-shpprovide@ascension.org 512-324-3125</p>	<p>txaus-mb-shpprovide@ascension.org 512-324-3125</p>	<p>txaus-mb-shpprovide@ascension.org 512-324-3125</p>
Driscoll Children's Health Plan	LINK	<p>dhpcontracting@dchstx.org 361-694-5893</p>	<p>Victoria Rodriguez Director Case & Disease Management 361-694-6372 victoria.rodriguez@dchstx.org</p>	<p>Victoria Rodriguez Director Case & Disease Management 361-694-6372 victoria.rodriguez@dchstx.org</p>
El Paso Health	LINK	<p>Evelin Lopez 915-298-7198, Ext 1014 elopez@elpasohealth.com</p> <p>Mario Flores Sr. Director of Provider Relations 915-298-7198, Ext 1133 mflores2@elpasohealth.com</p>	<p>Evelin Lopez 915-298-7198, Ext 1014 elopez@elpasohealth.com</p> <p>Mario Flores Sr. Director of Provider Relations 915-298-7198, Ext 1133 mflores2@elpasohealth.com</p> <p>Erica Mendez Lead Compliance Analyst 915-241-4424 erica.lerma@elpasohealth.com</p>	<p>Cynthia Moreno Manager Provider Relations 915-298-7198, Ext 1044 cmoreno@elpasohealth.com</p> <p>Mario Flores Sr. Director of Provider Relations 915-298-7198, Ext 1133 mflores2@elpasohealth.com</p>

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Molina Healthcare	LINK	Contracting: Provider Services 1-866-449-6849 1-855-322-4080 Credentialing: Margaret Soto-Matamoros margaret.sotomatamoros@molinahealthcare.com 726-610-3207	Jennifer Burt jennifer.burt@molinahealthcare.com 430-271-4493 Martin Jimenez martin.jimenez@molinahealth.com	Jennifer Burt jennifer.burt@molinahealthcare.com Phone: 430-271-4493 Martin Jimenez martin.jimenez@molinahealth.com
Parkland	LINK	Network Development 214-266-2100 pchp.contractingdepartment@phhs.org	pchpumcasemanagement@phhs.org	pchpumcasemanagement@phhs.org
Scott & White FirstCare	LINK	Richard Reuter 254-298-3504 richard.reuter@bswhealth.org	casemanagement@bswhealth.org	casemanagement@bswhealth.org
Superior HealthPlan	LINK	Lisa Prien 800-218-7453, Ext 22217 statewide.operations@superiorhealthplan.com	statewide.operations@superiorhealthplan.com	Provider Services (STAR/CHIP) 1-877-391-5921
Texas Children's Health Plan	LINK	Network Management Department	832-828-1430	Fax: 832-825-9360 CaseManagementPhysicianReferral@TexasChildrensHospital.org Stephanie Humbert, MBA, RN, Assistant Director Care Coordination Mother Baby slhumbe2@texaschildrens.org 346-232-4280

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UnitedHealthcare Community Plan	LINK	Maria Moreland 888-787-4107 uhc_cp_prov_relations@uhc.com	cpw@uhc.com	Sharmae Erickson 952-202-1826 sharmae_m_erickson@uhc.com Jasmyn Amos jasmyn_amos@uhc.com