

Welcome to the Newsletter

Welcome to the Q1 2025 edition of our Provider Relations Newsletter. In this issue, we are dedicated to providing TIHP Providers and Facilities with the essential tools and resources needed to deliver exceptional care to our members. Additionally, we have included important updates regarding our network of providers to enhance collaboration and support. Thank you for your continued commitment to quality care.



IMPORTANT NOTICE:

Claims Timely Filing Update

- Effective February 22, 2025, TIHP has reinstated the Timely Filing Rule which states Providers are required to submit claims in accordance with the timely filing guidelines per their TIHP network agreement.
- Please ensure that all claims are submitted within the designated timeframe to avoid denials. If you have any questions or require further clarification, please contact Provider Services email at tihpprovidernetwork@txihp.com.

Claims Submission Address

TIHP Claims
PO Box 25738
Tampa, FL 33622

Important Reminders

- Please refrain from submitting any claims to the Victoria, Texas address
- For smoother and more efficient claims process, we highly suggest filing electronic claims using Payor ID 31403
- TIHP is currently mailing claims payments and remit advice in separate envelopes through our new vendor Bolger
- Anticipate outreach from Datalink or eCW Healow due to a new partnership for chart retrievals

Provider Relations Update

The Importance of Using the Group NPI for Billing

When billing for services under a group practice, always use the **Group NPI** rather than the individual NPI. The **Group NPI** identifies the healthcare organization, ensuring proper claims processing and reimbursement. Using the **Individual NPI, inappropriately**, can result in:

- **Claim Rejections:** Incorrect NPIs may cause claims to be rejected, delaying payment.
- **Payment Delays:** Claims may be processed more slowly while payers request additional information.
- **Incorrect Reimbursement:** The wrong NPI may lead to incorrect or lower reimbursements.
- **Compliance Risks:** Incorrect billing can raise issues during audits, resulting in penalties.

Where to Place the NPI on the Claim Form:

- **Box 33:** Enter the **Group NPI** for group practice billing.
- **Box 24J:** Use the **Individual NPI** for individual provider services.

Using the correct NPI ensures accurate claims processing, timely reimbursement, and compliance.

Thank You for Serving Our Members

We appreciate your partnership and value you greatly. We understand there has been unforeseen circumstances in the market over the past few years and we appreciate your cooperation and understanding during these events.

Our commitment is to provide you with the quality support to facilitate your essential work.

Thank you for your continued partnership and for the exceptional care you provide to our members.



Model of Care (MOC) Training for Providers

As part of the Centers for Medicare & Medicaid Services (CMS) regulations, all providers within the Texas Independence Health Plan's (TIHP) network, as well as those out-of-network providers who regularly care for Special Needs Plan (SNP) members, are required to complete the initial and annual Model of Care (MOC) training. This training is essential to ensure that care for our SNP members meets CMS standards.

What is the Model of Care (MOC)?

The MOC is a comprehensive document, approved by CMS, that outlines the structure, processes, and systems utilized by a SNP to coordinate care for its members with special needs. The MOC must cover the following key elements:

- **SNP Population Description**
- **Care Coordination Elements**
- **Care Provider Overview**
- **Quality Measurement and Performance Goals**

Training Requirements

CMS mandates that all contracted providers and out-of-network licensed independent practitioners (LIPs) who frequently treat or provide services to TIHP SNP members complete MOC training. This training helps ensure that providers are familiar with the care management processes and meet the necessary guidelines for managing care for SNP members.

How to Access the Training

To complete the training, please visit our website at:

<https://www.txindependencehealthplan.com/model-of-care-provider-training/moc-providers/>

Training Deadline

Please ensure that the training is completed by October 31, 2025, as it is a CMS requirement.

If you have any questions or need assistance, please reach out to the TIHP Provider Relations team at tihpprovidernetwork@txihp.com.

Thank you for your commitment to providing high-quality care to our members.

Sincerely,

The Texas Independence Health Plan Provider Relations Team