

Welcome to the Q4 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: Change of Address for Claims

As part of our ongoing commitment to enhancing the efficiency of our claims processing, we would like to inform you that our claims department has moved to a new address. Please update your records with the new address to ensure timely processing of claims and to avoid any potential delays. After December 31, 2024 all claims sent to the old address will be returned to sender. Thank you for your attention to this important update.

OLD

Claims Submission Address
PO Box 981733
El Paso, TX 79998-1733

NEW

Claims Submission Address
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 processing, 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



TEXAS INDEPENDENCE HEALTH PLAN

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Provider Relations Update

- Claims Address Update (see first section for details)
- Anticipate outreach from our new partners Datalink or eCW Healow for chart retrieval activities
- All paper remit advices that were delayed in mailing due to the Change Healthcare outage have been mailed
- eCW is beginning a partnership with Point Click Care in the first quarter of 2025

QUARTERLY UPDATE:

Texas I-SNP Ranks in Top 3% in National CMS Part C Star Ratings

Victoria, TX – October 16, 2024: Texas Independence Health Plan (TIHP) has earned an overall Star rating of 4.5 out of 5 in the recently announced 2025 Medicare Advantage and Part D Star Ratings. The Centers for Medicare & Medicaid Services (CMS) publishes the Medicare Advantage (Medicare Part C) and Medicare Part D Star Ratings each year to measure the quality of health and prescription drug services received by consumers enrolled in MA and Part D prescription drug plans (PDPs or Part D plans). The Star Ratings system helps those with Medicare compare the quality of Medicare health and drug plans being offered so they are empowered to make the best health care decisions for themselves. Every year, Medicare evaluates plans based on a 5-star rating system. The TIHP Overall Star Rating is 4.5 Stars, ranking them as one of the top-performing I-SNPs in Texas. The TIHP Part C Summary Rating is 5 Stars, the highest rating attained by an Institutional Special Needs Plan (I-SNP) plan in Texas and ranks them in the top three percent of all plans nationally. The TIHP Part D Summary Rating is 4.5 Stars, ranking them in the top 13% of all plans nationally. Institutional Special Needs Plans (I-SNPs) are SNPs that restrict enrollment to MA eligible individuals who, for 90 days or longer, have had or are expected to need the level of services provided in a long-term care (LTC) skilled nursing facility (SNF), a LTC nursing facility (NF), a SNF/NF, an intermediate care facility for individuals with intellectual disabilities (ICF/IDD), or an inpatient psychiatric facility. A complete list of acceptable types of institutions can be found in the Medicare Advantage Enrollment and Disenrollment Guidance.

Texas Independence Health Plan (TIHP) is a Medicare Advantage HMO plan for individuals enrolled in Medicare who reside in long-term care facilities. In partnership with your local care team, TIHP provides coordinated care with the goal of keeping members healthier.

Thank You for Serving Our Members

We appreciate your partnership and value you greatly. We understand there have 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.



txindependencehealthplan.com

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