

# THE I-SNP BULLETIN

JULY 2024



## TEXAS INDEPENDENCE HEALTH PLAN



### WELCOME TO THE NEWSLETTER

Check out the latest updates in this edition of our Provider Relations Newsletter! We are committed to equipping the TIHP Providers and Facilities with all the tools and resources you need to deliver exceptional care to our members.

### IMPORTANT NOTICE:

#### CHANGE OF ADDRESS FOR CLAIMS

As part of our continuous improvement initiative to enhance the efficiency of our claims processing, our claims department has updated their address. Please take note of the new address and kindly update your records to prevent any delays in processing.

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#### OLD CLAIMS SUBMISSION ADDRESS:

PO Box 981733  
El Paso, TX 79998-1733

#### NEW CLAIMS SUBMISSION ADDRESS:

PO Box 25738  
Tampa, FL 33631

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### 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 Payer ID 31403
- For pre-authorization fax, the TIHP Utilization Management fax number is (877) 235-1650.
- To sign up for EFT/ERA enrollment, please complete the TIHP EFT/ERA enrollment form.
- Self service available through our member and provider portal via HEALTHsuites (Contact information on next page)

## PROVIDER RELATIONS UPDATE

- Starting in late July, we will start sending paper remittance advice.
- Please cash checks within 90 days from the date of issue, as they will expire after this period.
- Online access to the Remittance Advice is available through the Provider Portal.
- For Access to the Provider Online Portal, reach out to the customer service line listed below to obtain your login information.
- Electronic Remittance Advice (ERA) are available, and you can register for this via your Clearinghouse.

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## MEET THE TIHP MEDICAL DIRECTOR: DR. LIAM FRY

Dr. Liam Fry, born and raised in Texas, attended the University of Texas at Austin for undergraduate school and received a BA in the Plan II Honors Program. She graduated from the UT Southwestern Medical School in 2002, followed by an Internal Medicine Residency at Mount Sinai Medical Center in New York City. After finishing residency, she completed a fellowship in Geriatric Medicine at the John A. Burns School of Medicine in Honolulu, HI. She is board certified in Internal Medicine, Geriatrics, and Hospice and Palliative Medicine. She joined her current practice - Austin Geriatric Specialists in 2006 and continues to work as an attending physician as well as a certified medical director at several nursing facilities in Central Texas. She has been active in organized medicine in geriatrics, having served as the President of TMDA 2021-2023, and is the current Chief of the Division of Geriatrics and Palliative Care at the University of Texas Dell Medical school. In addition, she serves on two governor appointed committees with HHSC: the Nursing Facility Administrator's Advisory Council (NFAAC) as well as the Long-Term Care Facilities Council (LTCFC). She joined Texas Independence Health Plan in 2020 as the medical director for the plan as well as the medical director helping oversee the training and quality of care provided by our nurse practitioners working under NPS Texas. She is a valuable resource with many years experience in practice as well as in the value-based care space. Please feel free to reach out to her at [lfry@txihp.com](mailto:lfry@txihp.com) if you ever have any questions or concerns.



## 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.

**Customer Service Line:**  
(833)-471-8447

**Provider Relations Email:**  
[tihpprovidernetwork@txihp.com](mailto:tihpprovidernetwork@txihp.com)