

# HMO Blue® Texas

## HMO BLUE TEXAS NEWS

### CLAIMS PAYMENT

#### AVOID DELAYS WITH PROPER SUBMISSIONS

HMO Blue Texas is committed to providing prompt payment of claims and complying with the requirements of Texas prompt pay laws and regulations (Texas Insurance Code Article 20A.18B and 28 Texas Administrative Code 21.2801 - 21.2820). Delays in claims payment can be avoided by submitting claims to the appropriate address. If a member's primary care physician is affiliated with a capitated independent practice association (IPA) or medical group, claims for certain types of services must be submitted to the IPA or medical group rather than to the normal address used for HMO Blue Texas claims. If a paper claim should have been sent to an IPA or medical group, but was incorrectly submitted to HMO Blue Texas, the claim will be rejected and you will receive notice to re-file it with the appropriate IPA or medical group. If an electronically submitted claim that should have been sent to an IPA or medical group is incorrectly submitted to HMO Blue Texas via THIN, it will be forwarded to the appropriate IPA or medical group on your behalf. You will be notified via the rEDI-link Blue response file that the claim was forwarded and the name of the contact person. This notification will not be on the initial THIN response that you receive at the time of transmission, but will appear on the payer response generated by the HMO application the day after transmission. To determine the appropriate IPA or medical group for claims submission, refer to the member's HMO Blue Texas ID card to obtain the physician organization (POrg) code. Then refer to the table below for the claims filing address, claims and Utilization Management (UM) phone numbers for the capitated IPAs and medical groups in your area. **It is important that you have a copy of the member's most current ID card.**

Physician Organization Code (POrg)	Capitated IPA/Medical Group Name	IPA/Medical Group Claims Filing Address	IPA/Medical Group Claims Inquiry and UM Phone Numbers & Email
HNIN Or HNIT	Intercultural Physicians Organization (Terminated 4/30/04)	Intercultural Physicians Network Attention: Claims P.O. Box 27479 Houston, TX 77227	713-986-1600 Claims 713-986-1600 UM
KELS	Kelsey-Seybold Clinic	Kelsey-Seybold Clinic Claims Administration P.O. Box 300368 Houston, TX 77230	713-442-5440 Claims 713-442-5339 UM
PFHC	People 1st Healthcare Network, Inc.	Global-People 1st Healthcare Network, Inc. HMO Blue Texas-Commercial Claims 2 Greenway Plaza, Suite 300 Houston, TX 77046	claimsdiv@peopl1st.com Claims cc: drkyles@peopl1st.com  1-800-441-9188 UM
RNPO or RNPT	Renaissance Physician Organization	Renaissance Physician Organization P.O. Box 922001 Houston, TX 77292-2001	832-553-3333 Claims 832-553-3300 UM

If the POrg code that appears on the member's ID card appears in the table above, claims for physician, other professional services and outpatient diagnostic testing services should be filed with the IPA or medical group. If the POrg code that appears on the member's ID card does not appear in the table or if the claim is not for the services stated above, the claim should be filed with HMO Blue Texas.

**Claims for HMO Blue Texas:**

HMO Blue Texas  
P.O. Box 660044 • Dallas, TX 75266-0044  
1-877-299-2377

If you have questions about which services should be filed with the capitated IPA or medical group and which services should be filed with HMO Blue Texas, call your local area provider network office.

**Note: Behavioral health claims**, regardless of the member's PCP or physician POrg code, should be sent to Magellan Behavioral Health Providers of Texas, Inc. at:

Magellan Behavioral Health  
Attention: Claims  
P.O. Box 1659 • Maryland Heights, MO 63043  
1-800-729-2422

<p><b>HMO BLUE TEXAS STATEWIDE CLAIMS FILING ADDRESS</b></p> <p>P.O. Box 660044 Dallas, TX 75266-0044</p>	<p><b>HMO BLUE TEXAS CUSTOMER SERVICE</b></p> <p>1-877-299-2377</p>
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