

HMO Blue[®] Texas

Claims Filing and 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. You can help us avoid delays in claims payment 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. Paper claims that should have been sent to an IPA or medical group, but were incorrectly submitted to HMO Blue Texas, will be rejected and you will receive notice to re-file it with the appropriate IPA or medical group. Claims submitted electronically to HMO blue Texas via THIN that should be sent to an IPA or medical group, will be forwarded to the appropriate IPA or medical group on your behalf. We will notify you via the rEDI-link Blue response file that the claim was forwarded and provide you with 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, please refer to the member's HMO Blue Texas identification card to obtain the physician organization (POrg) code. You may refer to the table below for the claims filing address, and the claims and Utilization Management (UM) phone numbers for the capitated IPAs and medical groups in your area. **Please note that it is important that you have a copy of the member's most current identification card.**

Physician Organization Code (POrg)	Capitated IPA/Medical Group Name	IPA/Medical Group Claims Filing Address	IPA/Medical Group Claims Inquiry/UM Phone Numbers
KELS	Kelsey-Seybold Clinic	Kelsey-Seybold Clinic Claims Administration P.O. Box 300368 Houston, TX 77230	Claims: 713-442-5440 UM: 713-442-5339
RNPO	Renaissance Physician Organization	Renaissance Physician Organization P.O. Box 922001 Houston, TX 77292-2001	Claims: 832-553-3333 UM: 832-553-3300

If the POrg code that appears on the member's identification card appears in the table above, you should file claims for physician, other professional services and outpatient diagnostic testing services with the IPA or medical group. If the POrg code that appears on the member's identification card does not appear in the table or if the claim is not for the services stated above, you will need to file the claim with HMO Blue Texas and send it to:

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

For 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.

Behavioral Health Claims Filing

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

HMO Blue Texas Statewide Claims Filing Address

P.O. Box 660044
Dallas, TX 75266-0044

HMO Blue Texas Toll-free Customer Service Number

1-877-299-2377