### Major Characteristics
- MHHP PPO physicians and professional providers may only bill for copayments, cost share (coinsurance) and deductibles, where applicable.
- Ask for the member’s ID card at the time of a visit. Copy both sides of the member’s ID card and keep the copy with the patient’s file.

### Benefits, Eligibility and Claims
- Eligibility and benefit information may be obtained through the Provider Portal at [providerportal.memorialhermann.org](http://providerportal.memorialhermann.org) or by calling MHHP PPO Customer Service: 713.338.4683.
- Claim Status may be obtained through the Provider Portal at [providerportal.memorialhermann.org](http://providerportal.memorialhermann.org) or call MHHP PPO Customer Service: 713.338.4683.
- To request a claim adjustment, call MHHP PPO Customer Service: 713.338.4683.
- Verification does not apply to self-funded plans.
- Claims should be submitted electronically through Availity or THIN Payor ID: MHHNP Emdeon or WebMD Payor ID: TH092.
- Mail paper claims to: MHHP Claims Department
  P.O. Box 660303
  Dallas, TX 75266-0303
- Paper claims must be submitted on the Standard CMS-1500 (02/12) or UB-04 claim form.
- Claims must be submitted within 365* days of the date of service. Claims that are not submitted within 365* days from the date of service are not eligible for reimbursement. Providers must submit a complete claim for any services provided to a member, and they may not seek payment from the member for claims submitted after the 365* day filing deadline.
- Duplicate claims may not be submitted prior to the applicable 30-day (electronic) or 45-day (paper) claims payment period.
- Contact MHHP PPO Customer Service 713.338.4683 regarding exceptions to the 365 day claim filing deadline.

### Claim Appeals
- Claim Appeals should be sent to: Memorial Hermann Health Plan Attn: Appeals & Grievance Department
  929 Gessner, Suite 1500
  Houston, TX 77024
- Expedited Clinical Appeals must be submitted via fax at 713.704.0884.
- The Claim Appeal form with instructions is located on the MHHP website: [healthplan.memorialhermann.org/providers/resource-center/](http://healthplan.memorialhermann.org/providers/resource-center/)

### Prior Authorization
- The Prior Authorization List is located on the MHHP website at [healthplan.memorialhermann.org/providers/resource-center/](http://healthplan.memorialhermann.org/providers/resource-center/)
- To request Prior Authorization, please call Medical Management
  Self-Funded- 713.338.6588
  Fully Insured- 713.338.5594
  or submit the request via fax at 713.338.6494.
- The Prior Authorization Form is located on the MHHP website: [healthplan.memorialhermann.org/providers/resource-center/](http://healthplan.memorialhermann.org/providers/resource-center/)
- In-network outpatient clinical reference laboratory providers are as follows:
  - Memorial Hermann Outpatient Laboratories
  - Quest Diagnostics
  - LabCorp.

### Laboratory Services
- Providers are responsible for requesting Prior Authorization. All services must be medically necessary. Prior Authorization is required for all inpatient, partial hospitalization and outpatient behavioral health services. Office visits do not require Prior Authorization.
- Prior Authorization must be obtained prior to the delivery of behavioral health services.

### Behavioral Health Services (Mental Health and Chemical Dependency)
- Providers are responsible for requesting Prior Authorization. All services must be medically necessary. Prior Authorization is required for all inpatient, partial hospitalization and outpatient behavioral health services. Office visits do not require Prior Authorization.
- Prior Authorization must be obtained prior to the delivery of behavioral health services.

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This guide is intended to be used for quick reference and may not contain all of the necessary information.
For detailed information, refer to the MHHP Provider Manual online at [healthplan.memorialhermann.org/providers/resource-center/](http://healthplan.memorialhermann.org/providers/resource-center/)

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All PPO products are underwritten by Memorial Hermann Health Insurance Company. All HMO products are underwritten by Memorial Hermann Health Plan, Inc.