



Memorial Hermann Health Plan (MHHP) | PPO Quick Reference Guide

Major Characteristics	Benefits, Eligibility and Claims	Claim Appeals	Prior Authorization	Laboratory Services	Behavioral Health Services (Mental Health and Chemical Dependency)
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Eligibility and benefit information may be obtained through the Provider Portal at 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 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 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. <p><i>* Contact MHHP PPO Customer Service 713.338.4683 regarding exceptions to the 365 day claim filing deadline</i></p>	<ul style="list-style-type: none"> 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/ 	<ul style="list-style-type: none"> The Prior Authorization List is located on the MHHP website at 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/ 	<ul style="list-style-type: none"> In-network outpatient clinical reference laboratory providers are as follows: <ul style="list-style-type: none"> Memorial Hermann Outpatient Laboratories Quest Diagnostics LabCorp 	<ul style="list-style-type: none"> 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 <i>prior</i> to the delivery of behavioral health services.

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/

Updated June 2017

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