



Provider Frequently Asked Questions

Q: Why should I become a CSHCN Services Program Provider?

There are more than 2,500 children currently enrolled in our program across the state. By enrolling as a provider in the CSHCN Services Program, you will be helping children in your area receive the care they need. You may have already provided services to some of our clients but were unable to obtain payment for your services because you were not enrolled in our program.

Q: What types of providers does CSHCN Services Program need?

Our program needs all types of providers. Children with special needs often require secondary and tertiary care in addition to their primary care. The program covers most medical services except for obstetrics, infertility, and family-planning.

If you are a provider of health services or are a medical facility, we need you. The Texas Medicaid and Healthcare Partnership (TMHP), the company who administers the enrollment and payment of providers in our program, has a webpage that explains [how to enroll as a provider](#) in our program.

Q: What information is needed to process a prescription claim for a CSHCN Services Program client?

For CSHCN, the information needed to process a prescription claim includes the client's identifying information, as well as the following program information:

BIN – 610084
PCN – DRTXPROD
GroupID – CSHCN

Q: Is the CSHCN Services Program a subdivision of Medicaid?

No. The CSHCN Services Program is a separate program from Medicaid and has separate funding sources. Although the services covered and the reimbursement rates of the two programs are very similar, the eligibility requirements and application processes are quite different.

Q: I am enrolled as a Medicaid provider. Does that mean I am also enrolled in the CSHCN Services Program?

No. The CSHCN Services Program requires a separate application, a separate signed agreement, and a separate Texas Provider Identification (TPI) number. Online enrollment is available. Go to the [Provider Enrollment](#) web page for more information on how to enroll.

Q: I am a Federally Qualified Health Center (FQHC) enrolled in Medicaid. Does your program enroll FQHCs?

Yes, but the CSHCN Services Program does not enroll FQHCs or Rural Health Clinics (RHCs) as facilities, like Medicaid does. Individual providers at the FQHC or RHC have to enroll as a group with our program. Another difference between our program and Medicaid is that we reimburse on a fee-for-service basis and do not pay encounter rates.

Q: Will becoming a provider with the CSHCN Services Program overrun my office with work?

No. The CSHCN Services Program only has about 2,500 clients across Texas. This will probably only result in a small number of additional clients for you.

Q: If I have questions about the enrollment process, or if I need help with the online enrollment, where can I call?

You can contact the TMHP/CSHCN Services Program Provider line at 800-568-2413 for general information, or choose option 2, for provider enrollment. You can also go to the [TMHP website](#) and select the “providers” link at the top of the page.

Q: I am an enrolled provider in the CSHCN Services Program. I’m having difficulty getting my claims paid. My claims are rejected with the message “01140—Unable to assign program/benefit. Please re-file claim with corrected client/provider information.” What does this mean?

You need to verify that you are submitting claims with your CSHCN Services Program TPI. When submitting an electronic claim, you must choose the CSN or DM3, for Home Health DME benefit code along with the corresponding TPI for CSHCN. For paper claims, you need to use your TPI with the correct suffix for CSHCN. If you need to verify your CSHCN TPI, or have questions about a denied claim, you can call the TMHP/CSHCN Provider Line at 800-568-2413, for assistance. You can also contact Provider Relations by email at provider.relations@tmhp.com.

Q: Who can I call if I have concerns about how my claims are processed?

You can call the TMHP Helpline at 800-568-2413 when you have concerns about how your claims have been processed. Sometimes all you need to do is to resubmit a corrected claim. However, if you are still dissatisfied with how a resubmitted claim has been processed, you can use our program's appeals process. Details about the appeals system are in [Chapter 7 of the CSHCN Services Program Provider Manual](#), and will soon be available in the CSHCN Services Program online training. To find out more, go to the [Provider Education Homepage](#).

Q: How can I determine specific reimbursement rates for my services?

You can use the [Online Fee Lookup](#) function on the TMHP website. The online Fee Lookup allows you to:

- Retrieve real-time fee information.
- Search for procedure code reimbursement rates individually, in a list, or in a range.
- Search and review contracted rates.
- Retrieve up to 24 months of history for a procedure code by searching for specific dates of service within that time.
- Search for benefits and limitations for dental and durable medical equipment (DME) procedure codes.

If you have a question that's not listed here, call the TMHP-CSHCN Services Program Contact Center at 800-568-2413 or the CSHCN Services Program at the Department of State Health Services at 800-252-8023.

For CSHCN client eligibility, call CSHCN Services Program Help Desk: 800-252-8023 or email cshcn@hhs.texas.gov.

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