

Quick Reference Guide

www.accesstocarehealth.com

Department Phone Numbers

Provider Customer Service 1-844-800-4693

Behavioral Health Services
1-855-765-9696

Claims
1-844-800-4693

**Pediatric Dental
Services — Liberty**
1-866-609-0426

Medical Management
1-855-297-9191

Pharmacy Services - Navitus
1-877-908-6023

Vision Services —Envolve
1-855-279-9680

Department Email

Network
for provider related questions or concerns
senderoproviders@senderohealth.com

Contracting
for contracting questions or copy of your contract
senderoprovidercontracts@senderohealth.com

Self Referrals

In-network only: Members may self-refer for the following covered outpatient health care services:

- Mental Health services
- Substance Use Disorder services
- Obstetric services
- Well-woman gynecological services
- Vision care, including covered eyeglasses (when covered)

Online Tools

Website
www.accesstocarehealth.com

Provider Portal
<https://providers.accesstocarehealth.com/>

Claims

**Paper Claims
Mailing Address:**

ACHP
ATTN: Claims
1111 E. Cesar Chavez St.,
Austin, TX 78702

*Submit claims within 95 days of the date of service

**Electronic Claims
Payer ID:**
ACHP1 through
Trizetto/Cognizant

Adverse Determination Appeals*

Submit by mail to:
ACHP

ATTN: Medical
Management Dept.
1111 E. Cesar Chavez St.,
Austin, TX 78702

Submit by Fax: 512-901-9724

Submit by telephone:
Sendero Medical Management
Dept. Phone: 1-855-297-9191

*Adverse Determination Appeals must be filed within 180 calendar days after the date on the written notification of an adverse determination

Claim Reconsideration / Appeals

Initial (Level 1) Claim Reconsiderations:
ACHP

ATTN: Reconsiderations
1111 E. Cesar Chavez St.,
Austin, TX 78702

*File claim appeals within
120 days from the date of the
explanation of payment

Subsequent (Level 2) Claim Appeals:*
Email:

SenderoClaims@senderohealth.com

or mail to ACHP
ATTN: Appeals II
1111 E. Cesar Chavez St.,
Austin, TX 78702

*A Level 2 Appeal cannot occur unless an earlier reconsideration has been submitted and denied. File Level 2 appeals within 30 calendar days of the reconsideration decision.