

SECTION 12 - TEXAS NHIC MEDICAID

<u>TITLE</u>	<u>PAGE</u>
TEXAS NHIC MEDICAID	12.2
QUICK REFERENCE KEY	12.3

TEXAS NHIC MEDICAID

THIN provides a pass through clearinghouse for NHIC Medicaid claims in Texas as a service to our customers at no cost to the provider nor to NHIC. Medicaid claims that are accepted by THIN are forwarded to NHIC the next business day after submission to THIN.

Once a file of NHIC Medicaid claims is transmitted to THIN, an initial response from THIN will be produced indicating that the file was accepted or rejected. Once the file is processed by NHIC Medicaid, they will forward their response file to THIN and it will be deposited in the submitters mailbox for retrieval. The NHIC Medicaid response file is usually received by THIN within three (3) days. It is important to note that the NHIC Medicaid responses do not include patient names, therefore, these NHIC Medicaid responses will appear to have missing information compared to the normal THIN responses. We forward all the information that NHIC Medicaid provides back to the submitter. If you have questions regarding the edits or messages on the NHIC Medicaid response file, you should contact NHIC Medicaid directly for an explanation.

NHIC Medicaid requires that all claims that do not involve other insurance must be received by NHIC Medicaid within ninety-five (95) days of each date of service on the claim. Appeals must be received by NHIC Medicaid within one-hundred-eighty (180) days from the date of the Remittance & Status Report on which the appeal appears.

It is very important that you review both your initial THIN response file and the NHIC Medicaid response file to insure that all of your transmitted claims are accepted. Rejected claims appearing on the NHIC Medicaid response file should be corrected and resubmitted as soon as possible to meet the required deadlines. If you have any questions concerning your NHIC Medicaid response file, please contact NHIC Medicaid for assistance at 512/794-6919.

Following is a Quick Reference Key of Medicaid phone numbers for your convenience.

QUICK REFERENCE KEY

NHIC TOLL-FREE NUMBERS

Customer Service Unit - (General Inquiries)	800/873-6768
Telephone Appeals - (Limit of 25)	800/745-4452
NAIS - (National Heritage Insurance Company's Automated Inquiry System) 6:00 AM - 6:00 PM Monday through Friday	800/925-9126 or 800/873-6768
THSteps -	800/757-5691
TPR Unit -	800/846-7307

NHIC DIRECT LINE CONTACTS

Customer Service -	512/343-4915
Provider Enrollment -	512/343-4900 Ext. 6003
Electronic Billing Dpt. -	512/794-6919
TexMedNet -	512/257-5193
NAIS - (National Heritage Insurance Company's Automated Inquiry System)	512/345-5948 or 5949
Eligibility Express -	512/794-2300
Telephone Appeals -	512/794-1830