

# CHIP INTO TIERS

---

## Information for Providers

### Summary

- By October 1, 2013 all active CHIP members will have a new CHIP ID number as a result of the CHIP into TIERS conversion. This new ID will be a 9-digit numeric number (as opposed to the current alphanumeric ID number), recognizable to TIERS and similar to Medicaid ID numbers. Since the new CHIP ID number looks exactly like a Medicaid ID, it is imperative that providers verify eligibility to determine if the member is enrolled in CHIP or Medicaid.

### CHIP Perinatal Exception

- CHIP Perinatal clients who enroll on or after September 3, 2013 will immediately be assigned a new, TIERS-recognizable CHIP ID number, which providers may begin using to bill services.

### New ID cards/stickers

- Clients will receive either a new member ID card or a sticker to affix to their current ID card from their MCO with their new CHIP ID number and will need to present the new card to their provider at their next visit. Clients should receive their new member ID card or sticker on or around October 1.

### Claims

- Providers should submit claims utilizing the CHIP Member ID that is active for the Date of Service. Providers must submit the new CHIP ID number on claims for services rendered on and after October 1, 2013. For services rendered prior to October 1, providers must submit claims containing the legacy alphanumeric ID number. The only exception to this process is for CHIP Perinatal clients who enroll on or after September 3. These clients will be assigned a new CHIP ID number and providers must submit claims referencing that number.
- If a provider does not use the appropriate CHIP ID number to bill services, the standard appeals process will apply.

### Verifying Eligibility

- For members who do not bring their new member ID card to a visit or who do not affix the sticker to their existing card, providers must verify eligibility before rendering service.
- Providers can continue to call the CHIP Provider Line at 1-800-645-7164 to verify eligibility of CHIP and CHIP Perinatal clients. Providers can also contact the member's health plan to verify eligibility. MCOs should make the provided

crosswalk available to providers to match legacy CHIP alphanumeric numbers to new CHIP ID numbers.

### **HHSC Resources**

- Clients will receive a letter from the Office of Social Services (OSS) in late August informing them of the upcoming change. They will get a second letter in mid-September advising them to go to [YourTexasBenefits.com](http://YourTexasBenefits.com) and set up a new account to manage their CHIP benefits (i.e. pay CHIP enrollment fee, choose a health plan). This second letter will contain the client's new CHIP case number, which they will need to set up the [YourTexasBenefits.com](http://YourTexasBenefits.com) account. However, it will not contain their new CHIP ID number; this will only come from their health plan.
- Online and call center services will be down Labor Day weekend. Clients will not be able to use the [CHIPmedicaid.org](http://CHIPmedicaid.org) or [YourTexasBenefits.com](http://YourTexasBenefits.com) websites, or get help through 877-KIDS-NOW or 2-1-1 from 6 p.m. Friday, August 30 to 8 a.m. Tuesday, September 3. Applications started at [CHIPmedicaid.org](http://CHIPmedicaid.org) must be submitted before 6 p.m. August 30. Online applications that do not get submitted by that time will be deleted. Beginning September 3, clients should use [YourTexasBenefits.com](http://YourTexasBenefits.com) or 2-1-1 for all assistance.
- When clients call 2-1-1, they will have to 1) pick a language, 2) pick option 2 - help with state benefits, then listen for the option that provides help with CHIP. If a client calls 877-KIDS-NOW after September 3, they will be forwarded to 2-1-1.

**Please send all inquiries to [CHIPintoTIERS@hhsc.state.tx.us](mailto:CHIPintoTIERS@hhsc.state.tx.us).**