

GENERAL

Who is IMHS?

Integrated Mental Health Services (IMHS) is the d/b/a in Texas for Cenpatico, a division of Centene Corporation and a sister company to Superior HealthPlan.

Where does IMHS operate in Texas?

Service Area	Products	Counties Included
Bexar	Star, CHIP, STAR+PLUS	Atoscosa, Bexar, Comal, Guadalupe, Kendall, Medina, Wilson
El Paso	Star, CHIP	El Paso
Lubbock	Star, CHIP	Lubbock, Crosby, Floyd, Garza, Hale, Hockley, Lamb, Lynn, Terry
Amarillo	CHIP	Carson, Deaf Smith, Hutchinson, Potter, Randall, Swisher
Nueces	Star, CHIP, STAR+PLUS	Aransas, Bee, Calhoun, Jim Wells, Kleberg, Nueces, Refugio, San Patricio, Victoria
Travis	Star, CHIP	Travis, Bastrop, Burnet, Caldwell, Hays, Lee, Williamson

Who manages the physical health benefits for IMHS members?

Superior HealthPlan manages the physical health benefits for IMHS members. You can visit the SHP website at www.superiorhealthplan.com.

How do I contact Superior HealthPlan?

STAR, CHIP Members may call 800-783-5386, STAR+PLUS members 866.516.4501, and providers may call 877-391-5921.

CLINICAL

Where can I find the IMHS clinical practice guidelines & medical necessity criteria?

You can find these materials on the IMHS website at www.cenpatico.com. You may also refer to the IMHS Provider Manual. Click on the Service Areas tab to locate the Provider Manual.

Where can I get a copy of the Preferred Drug Listing (PDL)?

The PDL is managed by the Texas Health and Human Services Commission (THHSC). The list is easily accessed on the THHSC website at www.hhsc.state.tx.us/hcf/vdp/pt/pdl_program.html.

NETWORK

How do I join the IMHS provider network?

Contact IMHS Network Development at 888-471-4357 or email the department at joinournetwork@centene.com.

Do I need a Medicaid number to join your network?

Providers that wish to render covered services to IMHS STAR and STAR Plus members must have a Medicaid Number. Providers with Medicaid Numbers are also eligible to provide services to CHIP members. Providers that do not have a Medicaid Number, but meet IMHS credentialing standards, are eligible to provide services to our CHIP members only.

Do I Join as an Individual or as a Group?

You may join on an individual or group basis. If you share a practice with at least one other provider and share a mutual Tax Identification Number, you may join as a group. Please note that each provider within the group must sign an attestation form and complete IMHS credentialing.