

## STAR Kids Quick Reference Guide

### PHYSICAL AND MAILING ADDRESS

Community First Health Plans  
12238 Silicon Drive, Suite 100  
San Antonio, TX 78249  
**Website:** [CommunityFirstMedicaid.com](http://CommunityFirstMedicaid.com)

## CLAIMS

### CLAIMS APPEAL DEADLINES

Filing Deadline	95 days
Appeal Deadline	120 days
2nd Appeal	120 days
COB Deadline	95 days

### PAPER CLAIMS / APPEALS MAILING ADDRESS

Community First Health Plans  
P.O. Box 240969  
Apple Valley, MN 55124

### ELECTRONIC CLAIMS SUBMISSION / APPEALS

EDI Clearinghouse  
Availity Payor ID: COMMF  
**CommunityFirstHealthPlans.com/**  
**ProviderPortal**

### DEPARTMENTS

### PHONE

### FAX

<b>Member Services</b>	210-358-6403	210-358-6099
<b>Claims</b>	210-358-6200	210-358-6014
<b>Network Management</b>	210-358-6030	
<b>Provider Relations</b>	210-358-6294	210-358-6199
<b>Interpreter Services</b>		
Deaf Link & Vital Signs	210-590-7446	
Language Line Solutions	1-800-246-2686	
<b>Population Health Management</b> M-F 8 a.m. to 5 p.m.		
Service Coordination	210-358-6403	210-358-6274
<b>Prior Authorizations</b>		
Med Inpatient Auth Requests ONLY		210-358-6382
BH Inpatient Auth Requests ONLY		210-358-6387
All Other STAR Kids Auth Requests		210-358-6274

### CLAIMS APPEAL PROCESS

- Claims appeal requests must be clearly identified and received by Community First Health Plans, Inc. within the appeal deadline specified.
- Providers should use the electronic Claims Appeal Form available on the Provider Portal.
- To submit a paper claims appeal, visit **CommunityFirstMedicaid.com** and download/print the Claims Appeal Form located under the "Provider" dropdown menu. Mail to the claims appeal address (include "Attn: Claims Appeals").
- A copy of the Explanation of Payment (EOP) and/or other supporting documentation may be required. If an EOP is submitted with your Claims Appeal Submission Form, de-identify information of other Members on the EOP.
- All Medicaid claims must be finalized within 24 months from the date of service, discharge date, or inpatient claims.
- If you disagree with the appeal decision, a second appeal must be received by the deadline specified.