

ProviderLink

Dell Children's Health Plan Newsletter for Providers

Important health plan news

Effective September 1, 2026: Behavioral health change from Magellan to Optum

Dell Children's Health Plan currently partners with Magellan to provide a comprehensive behavioral health program for our members. Last year we received notice that Magellan is changing direction and will no longer provide Behavioral Health services for Texas Medicaid and CHIP Programs. As a result, we engaged in a thorough and thoughtful behavioral health RFP and selected Optum as our new behavioral health partner. Today you are treating a significant number of our Dell Children's Health Plan members through the behavioral health provider, Magellan, and we believe the Optum program will ensure the least amount of disruption for both our providers and members. Additionally, they bring strong support and programs for you, your patients and our members.

The majority of the providers participating in the Magellan network are also in the Optum network for Medicaid membership. Nothing will change now. As we get closer to the transition on September 1st, we will be providing detailed information on utilization management requirements, billing procedures and other operational issues that may impact you. Both of our teams are committed to a flawless implementation.

In the meantime, the team at Optum is available to support and guide you through this process and you will be hearing from them soon.

Effective December 1, 2026: Dell Children's Health Plan will transition to a new Third-Party Administrator (TPA).

This change is part of our ongoing efforts to enhance operational efficiency, improve service delivery and strengthen support for our provider network. Please note that this transition is administrative in nature and does not alter your existing participation agreement, reimbursement rates or contractual terms with Dell Children's Health Plan.

Our goal is to ensure a smooth and seamless implementation process. Over the upcoming months, our Provider Relations Liaisons will be visiting offices with helpful guides and we'll be sending out emails with more details on this transition. We'll also be hosting webinars from October through November where you can learn more about the changes and get your questions answered. Invitations for these webinars will be sent out in September. We encourage you to join one of these sessions for additional details.

If you have any urgent questions in the meantime, please reach out to our Provider Relations team by email at shpproviderservices@seton.org or by phone at **1-512-324-3125, Opt 4**.

We appreciate the care you provide to Dell Children's Health Plan members and look forward to this new chapter together.

Have you completed your revalidation in PEMS?

To continue seeing Medicaid patients and receiving payment from the Texas Health and Human Services Commission (HHSC) or Medicaid managed care organizations (MCOs), providers are required to revalidate their enrollment information with the Texas Medicaid & Healthcare Partnership (TMHP).

Next steps:

- ✓ Visit tmhp.com/topics/provider-enrollment to complete revalidation today.
- ✓ Check your due date in PEMS. If your due date is within 180 days, start revalidation now.

What counts as complete?

- ✓ Submitted, reviewed and approved by your assigned due date.
- ✓ Final PEMS status must show: Closed-Enrolled in PEMS.

Have you updated your group's provider information in PEMS recently?

Youtube videos

Access youtube.com/c/TexasMedicaidHealthcarePartnership/videos on completing Medicaid revalidation in PEMS, including how to log in, review and update information, upload documents and submit your application:

- ✓ Revalidating an individual: A step-by-step video for individual providers on updating personal information and submitting Medicaid revalidation in PEMS.
- ✓ Revalidating a performing provider: A step-by-step video for performing providers on updating personal information and submitting Medicaid revalidation in PEMS.
- ✓ Revalidating a clinic/group practice or facility: A step-by-step video for clinic/group practice or facilities on updating personal information and submitting Medicaid revalidation in PEMS.

Written guides, job aids and interactive checklists

- ✓ Provider enrollment help hub at tmhp.com/topics/provider-enrollment/provider-enrollment-help: A central "how-to" resource for understanding provider enrollment, revalidation, and account management in PEMS.
- ✓ NPI type and program selection | TMHP at tmhp.com/topics/provider-enrollment/pems/npi-type-and-program-selection: Provides an interactive customized checklist based on your provider type, program participation and enrollment role (e.g., individual, group or facility).

Provider support

For standard inquiries, contact Texas Medicaid & Healthcare Partnership (TMHP):

✉ Provider.Relations@tmhp.com

☎ TMHP Contact Center **1-800-925-9126**

☎ TMHP-CSHCN Services Program **1-800-568-2413**

For escalations, contact HHSC Provider Enrollment at ProviderEnrollment@hhs.texas.gov.

The measure memo: Chlamydia Screening (CHL)

The HEDIS measure for Chlamydia Screening (CHL) focuses on identifying and screening sexually active women aged 16-24 for chlamydia. This measure helps improve public health by targeting the most prevalent and impactful age group for chlamydia infections, which often go undiagnosed and untreated, leading to negative health outcomes.

Prioritizing adolescent and women's reproductive health remains a core focus of our mission. Because chlamydia and other sexually transmitted infections (STIs) are frequently asymptomatic, routine screening is critical to preventing long-term complications and protecting future fertility.

To better support our network providers in closing these essential gaps in care, the Dell Quality Department is launching a dedicated Performance Improvement Project (PIP) in 2027 centered on the HEDIS Chlamydia Screening (CHL) measure.

Over the coming months, we will be sharing targeted interventions, clinical toolkits and best practices designed to seamlessly integrate routine screening into your existing workflows—ensuring all eligible young women receive this vital preventive service.

Stay tuned for upcoming newsletter updates and resources as we partner together to improve health outcomes across our community!

For more information, email our Quality Department at qualitymanagement@ascension.org.



Your feedback matters: Dell Children's Health Plan's Provider Satisfaction Survey

Each fall, Dell Children's Health Plan partners with the independent research firm Press Ganey to conduct our annual Provider Satisfaction Survey. Providers may be contacted via email, mail or phone to participate.

Thanks to your valuable feedback, we've taken meaningful steps to improve your experience with our Health Plan. In response to common themes identified in last year's survey, your Provider Relations Liaison may soon be visiting your office with a resource folder designed to address key areas of concern and the resources available.

What to expect in your resource folder:

- ✓ Prescribing process at a glance flyer
- ✓ How to contact your Provider Relations Liaison postcard

We sincerely appreciate your input and commitment to helping us improve. Please keep an eye out for an email invitation to participate in the 2026 Provider Satisfaction Survey which is expected to deploy in early August 2026.

Free cultural competency CME/CE online courses

Providers have a lot to consider when caring for patients in a culturally dynamic landscape. Biases, cultural norms, health disparities, religious beliefs and communication barriers can all affect outcomes. Providers can explore online cultural competency courses at pri-med.com/topic/cultural-competency-cme to help you connect with patients from diverse backgrounds, fostering trust and mutual understanding.

To support your continued professional growth, we've compiled a selection of [free online courses](#) covering a variety of topics relevant to your career development:

- ✓ **Physician-patient communication and bias perspectives**
 - ✓ **Implicit bias in maternal health: addressing health disparities to improve maternal mortality rates**
 - ✓ **The social drivers of cardiometabolic health: implications for primary care practice**
 - ✓ **Bridging the gap: improving health literacy and managing disinformation in practice**
 - ✓ **Lifestyle medicine in underserved communities: practical strategies for primary care**
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New incentive and coding for pediatric ADHD follow-up care

For providers prescribing ADHD medications to our pediatric members, ensuring timely follow-up is essential for clinical success and medication adherence. To better support your practice and improve our performance on the HEDIS ADD-e measure (Follow-Up Care for Children Prescribed ADHD Medication), Dell Children's Health Plan is introducing a new reimbursement option to expand your follow-up capabilities.

To offer greater flexibility for both your practice and your patients' families, Dell Children's Health Plan will now reimburse \$50 for follow-up care conducted via a telephone call. To qualify for this incentive, the follow-up must occur within 30 days of the medication being picked up from the pharmacy, and the call must be conducted by a provider with prescribing authority. To receive payment, the call must be fully documented in the patient's medical record and billed as a standard service using CPT code 98012.

We appreciate your continued partnership in delivering high-quality, timely care to our youngest members. If you have any questions regarding this incentive or documentation requirements, please reach out to your Provider Relations representative.

New pregnancy and infant care support at no cost to our members

We are excited to share that Dell Children's Health Plan has partnered with Pomelo Care to provide our eligible members with personalized pregnancy, postpartum and infant care support at no cost to them.

Through Pomelo Care, our members who are pregnant, recently gave birth or have an infant younger than 1 year old can text, call or video chat with licensed health experts 24 hours a day, seven days a week to get the care they need. This collaborative effort is just one of the ways we're working to improve maternal and infant health. Members can enroll by visiting pomelocare.me/dell-childrens or call them anytime at **1-888-830-1001**.

Members can call our 24-hour nurse helpline

Dell Children's Health Plan provides a 24-hour Nurse Helpline service with clinical staff to provide advice on how to treat a cold, what to do with a sick child or when to go to the emergency room. The service is available 24 hours a day, seven days a week. Members can call **1-855-712-6700 (TTY 7-1-1)** to speak with a nurse who can answer health care questions and help members get the care they need.

The staff has access to qualified behavioral health professionals too to assess behavioral health emergencies.

Dell Children's Health Plan member events: celebrating recent summer fun and what's coming up

- ✓ On July 11, 2026 Dell Children's Health Plan hosted our 4th Annual Back to School Event at KIPP Austin Comunidad. Kids in grades K-12 had the opportunity to receive a backpack, school supplies, haircuts and much more to help kick off the school year.
- ✓ On August 15, 2026, Dell Children's Health Plan will host a private movie screening for our members. They will have the opportunity to see Paw Patrol: The Dino Movie at Cinemark Pflugerville 20 at 9:00 a.m.
- ✓ On August 22, 2026 the next Community Baby Shower is taking place at Ascension Seton Williamson Hospital, from 10:00 a.m. to 1:00 p.m.

New HEDIS® flyers available on our website

Explore our updated HEDIS® flyers now posted on the Dell Children's Health Plan website. Scan the QR code or visit the provider training section to stay informed and help ensure our members receive timely and effective care at: DellChildrensHealthPlan.com/for-providers/training.



The provider websites are available 24 hours a day, seven days a week

To verify member eligibility and benefits, request PA and check status, file claims, check claims status, and submit payment disputes, use our provider portal secure.healthx.com/Provider_2022. For other functions, such as looking up PA/notification requirements and finding forms, reimbursement policies, and other general information, visit DellChildrensHealthPlan.com/for-providers.

Questions? Call Provider Customer Services at **1-844-781-2343**.

 DellChildrensHealthPlan.com/for-providers

 shpproviderservices@seton.org

 512-324-3125, option 4

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