

## Welcome to the Newsletter

Welcome to the Q3 2025 edition of the TIHP Provider Relations Newsletter. We are proud to support our Medicare Advantage providers and facility partners with timely insights, valuable resources, and strategic updates designed to empower your teams in delivering outstanding care to our members. This issue highlights key developments within our provider network, fostering stronger collaboration and alignment across our shared mission. We deeply appreciate your continued dedication to excellence and your commitment to improving health outcomes in the communities we serve.



### IMPORTANT NOTICE:

## Claims Update

- Please ensure that all claims are submitted within the designated timeframe to avoid denials. If you have any questions or require further clarification, please contact Provider Services email at [tihpprovidernetwork@txihp.com](mailto:tihpprovidernetwork@txihp.com).

### Claims Submission Address

TIHP Claims  
PO Box 25738  
Tampa, FL 33622

## Important Reminders

- New subdomain link: [provider.txihp.com](https://provider.txihp.com)
- Please refrain from submitting any claims to the Victoria, Texas address
- For smoother and more efficient claims process, we highly suggest filing electronic claims using Payor ID 31403
- Upcoming new payment transition to ECHO Health Inc.
- Please complete annual model of care training: New Model of Care URL: [moc.txihp.com](https://moc.txihp.com)

## Provider Relations Update

### Upcoming Payment System Transition: ECHO Health, Inc.

We want to inform our valued provider partners that Texas Independence Health Plan will soon be transitioning to a new payment platform through ECHO Health, Inc.. This upcoming change is part of our broader effort to improve payment efficiency, enhance security, and reduce administrative complexity.

ECHO Health offers a robust, integrated solution for electronic funds transfers (EFT), virtual card payments, and detailed remittance access. Their platform is designed to streamline payment delivery and provide greater transparency for providers.

We encourage providers to stay attentive and prepared for an upcoming transition that will enhance our shared processes and service delivery. Additional details will be communicated soon to ensure a smooth and informed experience for all network participants.

We will share more details and timelines in the coming weeks. Thank you for your continued partnership and commitment to quality care.

## Thank You for Serving Our Members

We appreciate your partnership and value you greatly. We understand there has been unforeseen circumstances in the market over the past few years and we appreciate your cooperation and understanding during these events.

Our commitment is to provide you with the quality support to facilitate your essential work.

Thank you for your continued partnership and for the exceptional care you provide to our members.



## Unlocking Efficiency: The Power of Our Provider Portal

At Texas Independence Health Plan, we know that time is one of your most valuable resources. As an I-SNP Medicare Advantage plan, we're committed to supporting our providers with tools that simplify processes, reduce administrative burden, and enhance the quality of care for our members. That's why we're excited to highlight the benefits of our Provider Portal—your digital gateway to faster, smarter, and more efficient practice management.

Whether you're verifying member eligibility, checking claim status, or submitting authorization requests, our portal puts essential information right at your fingertips—securely and conveniently, 24/7.

### Why Providers Love the Portal

Here's how the portal is transforming provider experiences across our network:

#### Instant Access to Key Information

No more waiting on hold or digging through paperwork. With just a few clicks, you can verify member eligibility, review claims history, and track authorizations in real time.

#### Fewer Errors, Faster Results

Built-in validation tools help reduce mistakes and ensure your submissions are complete and accurate, leading to faster processing and fewer delays.

#### Support When You Need It

From step-by-step guides to assistance, we're here to help you make the most of your online access.

#### Getting Started Is Easy

If you haven't registered yet, now is the perfect time. The setup is simple, and our team is ready to assist you every step of the way.

We're proud to partner with you in delivering exceptional care. Let the Provider Portal help you do what you do best—serve your patients with excellence. Please call (833) 471-8447 for registration.