

MEMORANDUM



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

STAR CHIP STAR+PLUS

TO: Valued Providers
FROM: El Paso Health
DATE: 3/07/2025
RE: Medicaid Provider Enrollment Revalidation Flexibilities and Claims Reprocessing

Medicaid providers must complete **revalidation every three or five years depending on their specialty**, to maintain active enrollment status. This is a standard procedure, but due to certain issues, flexibilities have been granted during the specified dates.

KEY POINTS ON MEDICAID PROVIDER ENROLLMENT FLEXIBILITIES:

- **Enrollment Gaps Closed for Certain Providers:** Closure of Enrollment Gaps: If a provider was disenrolled for untimely revalidation between **November 1, 2023, and December 12, 2024**, the provider's enrollment period will be **retroactively backdated up to 365 days**. This means those providers can still submit claims for services rendered during this period.
- **Extended Revalidation Period:** Providers whose Medicaid revalidation date falls between **December 13, 2024, and May 31, 2025**, will be given an **additional 180 calendar days** to complete the revalidation process in the Provider Enrollment and Management System (PEMS).

IMPORTANT REMINDER FOR PROVIDERS: DEADLINE FOR REPROCESSING CLAIMS WILL BE JUNE 30, 2025.

- **Submit Claims as Services Are Provided:** Providers should continue to submit claims to El Paso Health as services are provided. Even if there have been enrollment gaps, **do not hold claims**. Claims should be submitted as usual to avoid further delays in reimbursement.
- **Contact El Paso Health If Claims Were Denied:** If your **claims were denied due to untimely enrollment revalidation between November 1, 2023, and December 12, 2024**, and you have not yet contacted our Provider Relations Department, do so immediately. They can help you navigate the issue and resolve the denial.
- **Begin the Revalidation Process Promptly:** If you haven't started the revalidation process yet, you should begin as soon as possible to avoid any disruptions in your Medicaid enrollment status. Given the extended timelines for some providers, this is an excellent opportunity to ensure everything is up to date.

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NEXT STEPS FOR PROVIDERS

- *Stay updated on any additional announcements or updates provided by HHSC, TMHP AND EPH regarding the revalidation process and flexibilities available to providers.*
- *Providers who have not already done so should take the necessary steps to complete the revalidation process through PEMS.*
- *Providers should submit claims without delay and keep track of any claims that may need reprocessing due to enrollment gaps.*

By following these steps, providers can navigate the revalidation process more efficiently, avoid unnecessary claim denials, and ensure continued reimbursement for services provided to Medicaid members.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com.