

MEMORANDUM



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

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TO:
FROM:
DATE:
RE:

Nursing Facility Providers

El Paso Health

10/14/2026

Escalation Process & Resolution Guidelines for Nursing Facilities

Our team is dedicated to addressing your operational, claims, and administrative concerns efficiently. To ensure prompt resolution, please utilize the dedicated escalation avenues outlined below.

1. Dedicated Provider Relations Support

Your Provider Relations Representative serves as your primary contact for resolving escalated matters. Email: vlicon@elpasohealth.com

- Direct Escalations: If your primary PR Representative is unavailable, or if you require leadership intervention, you may reach out directly to the Provider Relations Management Team or submit your inquiry to our dedicated inbox: EPH_NF@elpasohealth.com

2. Submitting a Provider Claim Issue Log

For complex or bulk claim issues, facilities may submit a Provider Claim Issue Log along with relevant supporting documentation directly to their assigned PR Representative.

Within 7-10 business days of receiving your issue log, your dedicated PR Representative will evaluate the submitted claim or operational details against current plan guidelines and partner directly with internal departments—including Claims, Utilization Management, and Finance—to drive a prompt resolution.

3. Formal Appeals & Reconsiderations

For disputes regarding claim denials, payment adjustments, or authorization determinations, please submit a formal request via our secure portal.

- Primary Method: Submit appeals and reconsideration requests electronically through the online provider portal.
- Documentation: Ensure all clinical notes, remittance advice (RA), and proof of timely filing are attached to avoid processing delays.

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

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