



Date:



**Contact
Information**

For questions or additional assistance, please contact:

Provider Relations
956-632-8308

**Attention:
External Medical Review (EMR)**

Effective May 1, 2022

If you have received a denial for a service because it was determined that the service was not medically necessary, you now have a second level of appeal, for STAR and STAR Kids members. HHSC will be offering an External Medical Review (EMR) by an Independent Review Organization (IRO). You will have to exhaust the first level of appeals first, prior to requesting an EMR/IRO appeal.

Posted on the DHP Provider Training Portal, is a Power Point Presentation titled Provider Training. This training will explain the process as required by HHSC. If you have any questions after reviewing this Training, please contact your Provider Relations Representative at the phone number provided.