

Provider Alert: Texas Health Steps (THSteps) EPI Claim Processing Update

Attention: All Providers

Claims Processing Update

Parkland Community Health Plan (PCHP) has identified a claims processing issue affecting certain THSteps EPI claims with denial dates on or after May 8, 2026.

Our review identified that certain THSteps EPI claims were denied because the system evaluated the rendering provider for the required THSteps benefit code.

The THSteps benefit code requirement applies to the billing provider, not the rendering provider. PCHP confirmed that some billing providers were appropriately enrolled with the required THSteps benefit code in the Provider Enrollment and Management System (PEMS). As a result, certain claims may have been denied in error and will be reprocessed, as appropriate.

What PCHP Is Doing

PCHP has implemented corrective actions to address the processing logic and prevent future occurrences. We are currently identifying all affected claims and will automatically reprocess and adjust any claims that were denied in error.

What Providers Need to Do

No action is required.

Providers do not need to submit corrected claims, appeals, or adjustment requests for claims affected by this issue. Any impacted claims will be reprocessed automatically.

Please share this information with your billing and administrative staff for awareness.

Questions?

If you have questions regarding this update, please contact Provider Relations at:

PCHP.ProviderRelations@phhs.org