



Blue Cross and Blue Shield of Texas Medicaid Contact List for Providers

PROVIDER CONTACT INFORMATION		
<p>The following information refers to the following plans:</p> <ul style="list-style-type: none"> • Medicaid (STAR) • CHIP • STAR Kids 		
Customer Service 8 a.m. – 5 p.m. CST, M-F	STAR/CHIP 1-877-560-8055	STAR Kids 1-877-784-6802
Provider Relations	Phone: 1-855-212-1615 Email: TexasMedicaidNetworkDepartment@bcbstx.com	
PROVIDER DIRECTORY		
Online Provider Finder or Provider Status (To verify a provider’s status, access the Online Provider Directory)	Online Provider Directory Provider Finder®	
CLAIMS AND PAYMENT		
Electronic Medical Claim Submission	BCBSTX Electronic Payor ID: 66002	
Eligibility, Benefit Information, Claims Status or Verification	Availity® or a web vendor of your choice	
	STAR/CHIP	STAR Kids
	1-877-560-8055	1-877-784-6802
Paper Medical Claim Submission	Blue Cross and Blue Shield of Texas PO Box 650712 Dallas, TX 75265-0712	
Medical Appeals & Complaints	Mailing Address (Appeals): Blue Cross and Blue Shield of Texas Attn: Complaints and Appeals Department P.O. Box 660717 Dallas, TX 75266-0717 New Fax (Appeals): 1-855-235-1055 Email: GPD TX Medicaid A&G Appeal Form: Provider Appeal Request Form	
UTILIZATION MANAGEMENT/PRIOR AUTHORIZATION		
Blue Cross and Blue Shield of Texas Utilization Management Department (For Medical & Behavioral Health Services and Medical Coverage Determination, Medical Appeals, Medical Grievances)		
Prior Authorizations Concurrent Review	STAR/CHIP	STAR Kids
	Phone: 1-877-560-8055	Phone: 1-877-784-6802

Case Management	Fax: 1-855-653-8129	Fax: 1-866-644-5456
Case Management Referrals (STAR/CHIP)	Phone: 1-877-214-5630	
Service Coordination Referrals (STAR Kids) LTSS Authorization	Phone: 1-877-301-4394 Fax: 1-866-644-5456	
Availity® Authorizations & Referrals: An online tool used to request referrals for specialty care and prior authorizations for inpatient admissions and select outpatient services Website: Availity Authorizations & Referrals		
Prior Authorization List	Prior Authorization List and Reports	
SUPPORTING VENDORS		
DentaQuest®	Phone: 1-800-516-0165	
MCNA Dental	Phone: 1-800-494-6262	
Davis Vision	Phone: 1-800-773-2847	
Nurse Hotline	STAR / CHIP	STAR Kids
	1-844-971-8906	1-855-802-4614
ModivCare (Transportation Services)	Phone: 1-855-933-6993	
Prime Therapeutics Specialty Pharmacy™	STAR: 1-855-457-0405 CHIP: 1-855-457-0403 STAR Kids (Travis Service Area): 1-855-457-0757 STAR Kids (MRSA Central Area): 1-855-457-0758	

*** Prior authorization determines whether the proposed service or treatment meets the definition of medical necessity under the applicable benefit plan. Prior authorization of a service is not a guarantee of payment of benefits. Payment of benefits is subject to several factors, including, but not limited to, eligibility at the time of service, payment of premiums/contributions, amounts allowable for services, supporting medical documentation, and other terms, conditions, limitations, and exclusions set forth in the member's policy certificate and/or benefits booklet and or summary plan description. Regardless of any Prior authorization or benefit determination, the final decision regarding any treatment or service is between the patient and the health care provider.*

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX.

Prime Therapeutics LLC is a pharmacy benefit management company. Blue Cross and Blue Shield of Texas (BCBSTX) contracts with Prime Therapeutics to provide pharmacy benefit management and other related services. BCBSTX, as well as several other independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics LLC.

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