



**BlueCross BlueShield
of Texas**

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COVID-19: Office Visit Co-Payments Reimbursement Process for Children's Health Insurance Program (CHIP)

What is new?

Per the [Texas Health and Human Services Commission](#), we will continue to waive CHIP co-payments for medical office visits only from March 13, 2020 through April 30, 2023, unless the federal public health emergency ends sooner.

Can providers collect co-payments for office visits?

No, providers must not collect medical office visit co-payments for CHIP members during this time.

How will we reimburse providers?

We will reimburse the provider the full rate for service, including what the member would have paid through cost-sharing. We may require claims submission for uncollected co-payments.

When will we reimburse providers?

We will have 30 calendar days to pay an invoice received from the provider. If we have already reimbursed a provider for a waived CHIP office visit co-payment without using the attestation form, we will document the amount paid and the process used to confirm that a co-payment was not collected by the provider.

What are the responsibilities of providers?

Providers must attest that the office visit co-payment was not collected by using a [provider attestation form](#) and submitting an invoice to us.

Have questions?

Contact our Medicaid provider call center at 1-877-560-8055 or contact your Medicaid Provider Network Representative at 1-855-212-1615.

For more information about this notice and other changes to Texas Medicaid due to COVID-19, go to: <http://www.tmhp.com/Pages/COVID-19/COVID-19-HOME.aspx>