

---

## List of frequently called phone numbers and addresses:

### **BCBSTX Customer Service**

(800) 252-8039  
P.O. Box 660044  
Dallas, TX 75266-0044

### **TDD Phone Line for Hearing Impaired**

(800) 735-2989

### **Coordination of Benefits**

(800) 252-8039  
P.O. Box 660044  
Dallas, TX 75266-0044

### **Inpatient Hospital Admission**

Extended Care Services /  
Home Infusion Therapy  
In Dallas: (972) 238-7712  
Within Texas: (800) 344-2354  
Outside Texas: (800)343-0125

### **Evidence of Insurability**

Fort Dearborn Life Insurance Company  
(800) 451-0271 (option #1)  
P.O. Box 655403  
Dallas, TX 75265

### **Employees Retirement System of Texas**

Outside Austin: (877) 275-4377  
Austin: (512) 867-7711  
P.O. Box 13207  
Austin, TX 78711-3207

### **Prescription Drug Program**

#### **Caremark**

(888) 886-8490  
P.O. Box 659541  
San Antonio, TX 78265-9541

#### **Prescription Drug Reimbursement**

Caremark RxClaim  
P.O. Box 52136  
Phoenix, AZ 85072-2136

### **Claims Filing Address**

Blue Cross Blue Shield of Texas  
P.O. Box 660044  
Dallas, TX 75266-0044

### **Blue Care<sup>®</sup> Connection**

24/7 NurseLine: (888) 334-9473  
Special Beginnings<sup>®</sup>: (800) 462-3275

### **GBP Forms/PCP Changes**

BCBSTX Membership/Group Accounts  
P.O. Box 655730  
Dallas, TX 75265-5730  
OR Call (800) 252-8039

### **Behavioral Health Services**

INROADS<sup>®</sup> Behavioral Health Services  
a Magellan Behavioral Health Company  
In Dallas (972) 766-5201  
Outside Dallas (800) 528-7264

### **Medicare Part A and B**

(800) MEDICARE

### **Mail Order Prescription Drugs**

Caremark Mail Service Program  
P.O. Box 659541  
San Antonio, TX 78265-9541

---