
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 Claims Department
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® Connection

24/7 NurseLine: (888) 334-9473
Special Beginnings®: (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® 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
