



**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 through **March 31, 2022**, 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>