

Texas Medicaid: New Claim Status Tool via Availity® Provider Portal

This notice applies to providers rendering services for the following Blue Cross and Blue Shield of Texas (BCBSTX) members:

- Texas Medicaid STAR, STAR Kids and CHIP

As of Oct. 31, 2019, a new and improved Availity Claim Status tool is available for providers to verify status online for the above-referenced member. This Claim Status tool is found in the Claims & Payment menu in the Availity portal and allows providers to search for claims by member ID or specific claim number.

The claim status results are real-time and provide more detailed information than the HIPAA-standard 277 claim status transaction. In addition, this new claim status option returns the following details:


- patient and provider data submitted on claims
- in-network and out-of-network patient liability breakdown
- billing and rendering provider name and NPI
- check number, check date and payee name
- other carrier payment amount
- ineligible reason codes and associated descriptions

Webinar Training

Providers are encouraged to register for an upcoming training to learn how to efficiently verify claim status using this new online capability. To register for a session, simply click on the date and time below.


- [Nov. 12, 2019 – 2 to 3 p.m.](#)
- [Nov. 13, 2019 – 10 to 11 a.m.](#)
- [Nov. 14, 2019 – 3 to 4 p.m.](#)
- [Nov. 15, 2019 – 11 to 12 p.m.](#)

Resources Coming Soon

For additional instructions, watch for the new **Government Programs: Claim Status Tool tip sheet** that will soon be published in the Provider Tools section of our Provider website. As a reminder, you must be registered with Availity to utilize the Claim Status tool. For registration information, visit availity.com , or contact Availity Client Services at 1-800-282-4548.

If you have additional questions, contact the Provider Education Consultants at PECS@bcbstx.com.

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