





Removal of Alpha Prefix from all Medicaid Insurance Cards

July 27, 2021

What's changing

Effective **Sept. 1, 2021**, Blue Cross and Blue Shield of Texas (BCBSTX) is removing the alpha prefix from all Texas Medicaid STAR, CHIP and STAR Kids member insurance cards. This will not affect our members' health care benefits. Our BCBSTX Medicaid members will receive a new ID card. Please make sure our members present this new ID card at their appointments.

Sample New Member ID Cards with Alpha Prefix Removed

 <p>BlueCross BlueShield of Texas</p> <p>TEXAS STAR Kids Medicaid/CHIP & YoungStar STAR Kids Dual Eligible</p> <p>Member Name: <F_NAME LONG M L_NAME LONG></p> <p>Subscriber ID: <SBSB_ID> Medicaid ID Number: <MEME_MEDCD_NO></p> <p>PCP Effective Date: <MEPR_DT></p> <p>Rx Group No.: <RXG2> Rx BIN: 011552 Rx PCN: TXCAID</p> <p>PCP: <PRPR_NAME> <PRAD_PHONE></p> <p>LONG TERM SERVICES AND SUPPORT BENEFITS ONLY: You receive primary, acute and behavioral health services through Medicare. You receive only long term care services through BCBSTX.</p> <p>SERVICIOS DE LARGO PLAZO Y DE APOYO ÚNICAMENTE: Medicare proporciona atención médica básica, especializada y de salud mental. BCBSTX proporciona servicios de atención médica de largo plazo.</p>	 <p>BlueCross BlueShield of Texas</p> <p>bcbstx.com/starkids</p> <p>Show this BCBSTX card to your health care provider each time you get covered services. Some services may need preapproval. Directions for what to do in an emergency: In case of emergency call 911 or go to the closest emergency room. After treatment, call your child's PCP within 24 hours or as soon as possible. This card is for member ID only and does not prove eligibility.</p> <p>Presente esta tarjeta cada vez que recibe servicios que cubra su plan. Puede que algunos servicios necesiten aprobación previa.</p> <p>Instrucciones en caso de emergencia: Llame al 911-1 o acuda a la sala de emergencia más cercana. Después de recibir tratamiento, llame al médico de cabecera (PCP) de su hijo dentro de las siguientes 24 horas o tan pronto como sea posible. Esta tarjeta es para identificar al asegurado y no determina elegibilidad.</p> <p>All providers file claims to: PO Box 31422 Amarillo, TX 79159-1422 Out of state coverage is limited to emergency care.</p> <p>Customer Service/Servicio al Cliente (Medical/Prescription Drug/Vision): 24 hours/7 days a week 1-877-688-1811 TTY: 711 24-Hour Nurse Hotline/Línea de enfermería (24 hr- TTY): 1-855-602-4614 711 Prescription Drug/ Medicamentos recetados (PBM- PRIME): 1-877-688-1811 711 Behavioral Health Services Hotline/ Servicios de salud mental (24 hr): 1-800-424-0384 TTY: 1-800-625-2383 Service Coordination/ Servicio de coordinación: 1-877-301-4394 711</p> <p>Card Issued September 8, 2020 Expedida el 8 de septiembre del 2020</p>
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How to submit request

When utilizing the Availity portal please submit all requests without the alpha prefix.

Out of state claims

Out of state coverage is limited to emergency care. All providers should file claims to the mailing address listed on the back of the card.

Questions

For questions or additional information, please contact our BCBSTX Medicaid Provider Service Center at 1-877-560-8055 or your Texas Medicaid Network team at 1-855-212-1615 or via email [Texas Medicaid Network Department](#).