



Blue Cross and Blue Shield of Texas Medicaid – Insourcing Behavioral Health (BH) Services and Medical and BH Claims Processing Update

Effective **May 1, 2024**, Blue Cross and Blue Shield of Texas Medicaid will be insourcing:

- Behavioral Health Services will be managed by Blue Cross and Blue Shield of Texas and no longer contracted with Magellan.
- Medical and Behavioral Health claim processing

We want to assure you that BCBSTX is committed to ensuring a smooth transition during this period.

Here are some important details:

Behavioral Health:

- **Transition Period:** BCBSTX will honor all authorizations and referrals on file with Magellan for up to 180 days from the effective date of **May 1, 2024**. This means that any ongoing authorizations and referrals will be honored during this transition period, ensuring that your patients' care remains uninterrupted.

Network:

- **Contracting Opportunities:** If you are a behavioral health provider who is not currently contracted directly with BCBSTX and would like to be, we encourage you to take the next steps. You can begin the contracting and credentialing process by following the [Join My Network](#) link provided on our website. BH Providers must be Medicaid attested to join Medicaid.

Medical and BH Claims processing:

- **Transition Period:** For dates of services (DOS) **prior to 5/1/2024**, we will perform a runout on our legacy system for both medical and behavioral health claims. You may see updated correspondence for DOS **after 5/1/2024** generating from our new processing system. We are also accepting 275 EDI transactions with appropriate claims details.
Authorization: To request an authorization, providers should contact the Behavioral Health Utilization Management Department or visit our provider portal (Availity Authorizations).

We understand that this change may raise questions or concerns, and we are here to support you throughout this transition. Please feel free to reach out to our dedicated Medicaid Behavioral Health Provider Network team for any assistance or clarification you may need at **1-855-212-1615**.

In addition, we will host a webinar on **February 29, 2024, 3 p.m. to 4 p.m. CST**. Please [register](#).

Behavioral Health for STAR, CHIP, and STAR Kids

Provider Customer Service

Provider Customer Service
8 a.m. – 5 p.m CST, M-F

STAR and CHIP: Phone **1-877-560-8055**
STAR Kids: Phone **1-877-784-6802**

STAR, CHIP, and STAR Kids Utilization Management/Prior Authorization

**Behavioral Health Utilization Management
Department**

STAR and CHIP

Authorization Request:
Phone: **1-877-560-8055** /Fax: **1-888-530-9809**

STAR Kids

Authorization Request:
Phone: **1-877-784-6802** / Fax: **1-888-530-9809**

Availity® Authorizations & Referrals:

An online tool used to request referrals for specialty care and prior authorizations for inpatient admissions and select outpatient services managed by Blue Cross and Blue Shield Texas Medicaid Utilization Management.

Website: [Availity Authorizations & Referrals](#)

Prior Authorization List

[Prior Authorization Lists](#)

Claims Submissions for STAR, CHIP, and STAR Kids

For dates of services (DOS) **prior to 5/1/2024**, we will perform a runout on our legacy system for both medical and behavioral health claims. You may see updated correspondence for DOS **after 5/1/2024** generating from our new processing system. Also accepting 275 EDI transactions with appropriate claims details.

Electronic Medical Claim Submission

BCBSTX Electronic Payor ID: 66002

Eligibility, Benefit Information, Claims Status or Verification

[Availity](#) or a web vendor of your choice

Paper Medical Claim Submission

Blue Cross and Blue Shield of Texas (BCBSTX)
Claims Department, P. O. Box 650712, Dallas, TX 75265-0712

For DOS **prior to 5/1/2024**, we will perform a runout on our legacy system for both medical and behavioral health claims. You may receive electronic and paper payment and remittance advice from either or both systems depending on the service date on the claims.

Medical Appeals & Disputes

New Mailing Address (Appeals):

BCBSTX
Attn: Complaints and Appeals Department
P.O. Box 660717
Dallas, TX 75266-0717
New Fax (Appeals): 1-855-235-1055

New Insurance Cards

New Insurance Cards

BCBSTX will issue replacement ID cards to our Texas Medicaid members with updated fax number and mailing address for submission of both medical and behavioral health claims

New Mailing:

BCBSTX
P.O. Box 650712
Dallas, TX 75265-0712

Thank you for your dedication to delivering quality behavioral health services to our members, and we appreciate your understanding during this transition period.