

Urgent: Availity® Provider Portal Update for BCBSTX Medicaid

Providers may be experiencing Eligibility and Benefit Inquiry (270/271) transaction errors when utilizing the payer drop-down option of Blue Cross and Blue Shield of Texas (BCBSTX) Medicaid STAR/CHIP in the Availity Portal. This issue only impacts STAR/CHIP 270/271 transactions when entering both NPI and Tax ID combinations in the Availity eligibility and benefit request. BCBSTX is working diligently to resolve this issue. Until resolution is achieved, providers should enter their NPI number **only** and exclude the Tax ID when completing the eligibility and benefit request.

Availity is also experiencing a high volume of rejections due to transactions submitted with three-character prefixes not accepted for STAR/CHIP members. To ensure successful 270/271 transaction results in Availity, providers must use one of the following prefixes for BCBSTX Medicaid STAR/CHIP members:

- ZGT (STAR)
- ZGC (CHIP)
- ZGE (CHIP Perinate)

We appreciate your patience as we work towards resolution. If you have further questions or concerns, you may contact your Texas Medicaid Provider Relations team at TexasMedicaidNetworkDepartment@bcbstx.com.

Checking eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the member's ID card.

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