



# Blue Cross and Blue Shield of Texas Medicaid Contact List for Providers

## PROVIDER CONTACT INFORMATION

<p>The following information refers to the following plans:</p> <ul style="list-style-type: none"> <li>• <b>Medicaid (STAR)</b></li> <li>• <b>CHIP</b></li> <li>• <b>STAR Kids</b></li> </ul>		
<b>Customer Service</b> 8 a.m. – 5 p.m. CST, M-F	<b>STAR/CHIP</b>	<b>STAR Kids</b>
	<b>1-877-560-8055</b>	<b>1-877-784-6802</b>
<b>Provider Relations</b>	<b>Phone: 1-855-212-1615</b> Email: <a href="mailto:TexasMedicaidNetworkDepartment@bcbstx.com">TexasMedicaidNetworkDepartment@bcbstx.com</a>	

## PROVIDER DIRECTORY

<b>Online Provider Finder or Provider Status</b> (To verify a provider's status, access the Online Provider Directory)	<b>Online Provider Directory</b> <a href="#">Provider Finder®</a>
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## CLAIMS AND PAYMENT

<b>Electronic Medical Claim Submission</b>	<b>BCBSTX Electronic Payor ID:</b> 66001	
<b>Eligibility, Benefit Information, Claims Status or Verification</b>	<a href="#">Availity®</a> or a web vendor of your choice	
	<b>STAR/CHIP</b>	<b>STAR Kids</b>
	<b>1-877-560-8055</b>	<b>1-877-784-6802</b>
<b>Paper Medical Claim Submission</b>	<b>Blue Cross and Blue Shield of Texas</b> P.O. Box 51422 Amarillo, TX 79159-1422	
<b>Medical Appeals &amp; Complaints</b>	<b>Mailing Address (Appeals):</b> Blue Cross and Blue Shield of Texas Attn: Complaints and Appeals Department P.O. Box 660717 Dallas, TX 75266-0717  <b>New Fax (Appeals): 1-855-235-1055</b> <b>Email: <a href="#">GPD TX Medicaid A&amp;G</a></b> <b>Appeal Form: <a href="#">Provider Appeal Request Form</a></b>	

## UTILIZATION MANAGEMENT/PRIOR AUTHORIZATION

<b>Blue Cross and Blue Shield of Texas Utilization Management Department</b> (For Medical & Behavioral Health Services and Medical Coverage Determination, Medical Appeals, Medical Grievances)		
<b>Prior Authorizations</b> <b>Concurrent Review</b> <b>Case Management</b>	<b>STAR/CHIP</b>	<b>STAR Kids</b>
	<b>Phone: 1-877-560-8055</b>	<b>Phone: 1-877-784-6802</b>
	<b>Fax: 1-855-653-8129</b>	<b>Fax: 1-866-644-5456</b>

<b>Case Management Referrals (STAR/CHIP)</b>	<b>Phone: 1-877-214-5630</b>	
<b>Service Coordination Referrals (STAR Kids) LTSS Authorization</b>	<b>Phone: 1-877-301-4394 Fax: 1-866-644-5456</b>	
<b>Availity® Authorizations &amp; Referrals:</b> An online tool used to request referrals for specialty care and prior authorizations for inpatient admissions and select outpatient services <b>Website:</b> <a href="#">Availity Authorizations &amp; Referrals</a>		
<b>Blue Cross and Blue Shield TX Medicaid eviCore® PriorAuthorization</b>	<a href="#">eviCore Healthcare Web Portal</a> <b>Phone: 1-855-252-1117</b>	
<b>Prior Authorization List</b>	<a href="#">Prior Authorization List and Reports</a>	
<b>BLUE CROSS and BLUE SHIELD MEDICAID (STAR, CHIP AND STAR Kids) (Behavioral Health)</b>		
<b>Magellan</b> (Behavioral Health Customer Service)	<b>Phone: 1-800-327-7930 Phone: 1-800-735-2988 TTY</b>	
<b>SUPPORTING VENDORS</b>		
<b>DentaQuest®</b>	<b>Phone: 1-800-516-0165</b>	
<b>MCNA Dental</b>	<b>Phone: 1-800-494-6262</b>	
<b>Davis Vision</b>	<b>Phone: 1-800-773-2847</b>	
<b>Nurse Hotline</b>	<b>STAR / CHIP</b>	<b>STAR Kids</b>
	<b>1-844-971-8906</b>	<b>1-855-802-4614</b>
<b>ModivCare</b> (Transportation Services)	<b>Phone: 1-855-933-6993</b>	
<b>Prime Therapeutics Specialty Pharmacy™</b>	<b>STAR: 1-855-457-0405</b> <b>CHIP: 1-855-457-0403</b> <b>STAR Kids (Travis Service Area): 1-855-457-0757</b> <b>STAR Kids (MRSA Central Area): 1-855-457-0758</b>	

\* eviCore is a trademark of eviCore healthcare, LLC, formerly known as CareCore, an independent company that provides utilization review for select health care services on behalf of BCBSTX.

\*\* Prior authorization determines whether the proposed service or treatment meets the definition of medical necessity under the applicable benefit plan. Prior authorization of a service is not a guarantee of payment of benefits. Payment of benefits is subject to several factors, including, but not limited to, eligibility at the time of service, payment of premiums/contributions, amounts allowable for services, supporting medical documentation, and other terms, conditions, limitations, and exclusions set forth in the member's policy certificate and/or benefits booklet and or summary plan description. Regardless of any Prior authorization or benefit determination, the final decision regarding any treatment or service is between the patient and the health care provider.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX.

Prime Therapeutics LLC is a pharmacy benefit management company. Blue Cross and Blue Shield of Texas (BCBSTX) contracts with Prime Therapeutics to provide pharmacy benefit management and other related services. BCBSTX, as well as several other independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics LLC.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.