



# STAR and CHIP Quick Reference Guide

Effective January 1, 2020

Provider Contact Information	
<b>Provider Customer Services</b>	1-877-560-8055
<b>Provider Relations</b>	1-855-212-1615 <a href="mailto:TexasMedicaidNetworkDepartment@bcbstx.com">TexasMedicaidNetworkDepartment@bcbstx.com</a> <a href="http://www.bcbstx.com/provider/medicaid">www.bcbstx.com/provider/medicaid</a>
Eligibility	
<b>Blue Cross and Blue Shield of Texas</b>	1-877-560-8055 1-800 925-9126 Automated Inquiry System (AIS) <a href="http://www.availity.com">www.availity.com</a> <a href="http://www.tmhp.com">www.tmhp.com</a>
Utilization Management	
<b>Prior Authorization and Referrals</b>	1-877-560-8055 1-855-653-8129 Fax
<b>Authorization Forms</b>	<a href="http://www.bcbstx.com/provider/medicaid/clinical.html">www.bcbstx.com/provider/medicaid/clinical.html</a>
<b>Interpreter Services</b>	1-877-560-8055 Providers 1-888-657-6061 Member
<b>Texas Health Steps (STAR)</b>	1-877-847-8377
<b>Early Childhood Intervention</b>	To find the local program in your area call the HHS Office of the Ombudsman at: 1-877-787-8999  Or visit: <a href="http://hhs.texas.gov/services/disability/early-childhood-intervention-services/eci-information-health-medical-professionals">hhs.texas.gov/services/disability/early-childhood-intervention-services/eci-information-health-medical-professionals</a>
Claims and Payment	
<b>Provider Customer Services</b>	1-877-560-8055 TTY: 711 <a href="http://www.availity.com">www.availity.com</a>
<b>Claim Address</b>	<a href="http://www.availity.com">www.availity.com</a> (Payor ID: 66001)  BlueCross and BlueShield of Texas P.O. BOX 51422 Amarillo, TX 79159-1422
<b>Refunds and Overpayments</b>	Blue Cross Blue Shield of Texas Claims Overpayment Dept. 14212 Palatine, IL 60055-4212



Claims and Payment Continued	
<b>Provider Complaints and Appeals</b>	1-877-560-8055 Provider 1-888-657-6061 Member  Appeal Form: <a href="http://www.bcbstx.com/provider/pdf/provider_dispute.pdf">www.bcbstx.com/provider/pdf/provider_dispute.pdf</a>  <a href="mailto:Tx_Medicaid_A&amp;G_Complaints@bcbstx.com">Tx_Medicaid_A&amp;G_Complaints@bcbstx.com</a>  Blue Cross and Blue Shield of Texas Complaints and Appeals P.O. Box 660717 Dallas, TX 75226
<b>Fraud, Waste and Abuse</b>	1-877-560-5088 Providers 1-888-657-6061 Members TTY: 711
<b>Texas Medicaid &amp; Healthcare Partnership Billing</b>	<a href="http://www.tmhp.com">www.tmhp.com</a>
Member Services	
<b>Member Customer Service</b>	1-888-657-6061 TTY: 711
<b>Member Advocate</b>	1-877-375-9097 or 1-855-497-0857 1-512-349-4867 fax
<b>Member Care Coordination</b>	1-877-214-5630
Supporting Vendors	
<b>Magellan<sup>SM</sup> (Behavioral Health)</b>	1-800-327-7390 1-800-735-2988 TTY <a href="http://www.magellanprovider.com">www.magellanprovider.com</a>
<b>Dental Services</b>	1-800-896-2374
<b>DentaQuest</b>	1-800-516-0165 or <a href="http://www.dentaquest.com">www.dentaquest.com</a>
<b>MCNA Dental</b>	1-800-494-6262 or <a href="http://www.mcna.net">www.mcna.net</a>
<b>Prime Therapeutics Specialty Pharmacy<sup>TM</sup></b>	<b>Customer Service</b> 1-855-457-0405 STAR Main Number 1-855-457-0403 CHIP Main Number  <b>Prior Authorization</b> 1-855-457-0407
<b>Nurseline</b>	1-844-971-8906
<b>Texas Health and Human Services Medical Transportation Program (MTP)</b>	1-877-633-8747
<b>Vision Services Davis Vision<sup>SM</sup></b>	1-800-773-2847 Provider 1-888-657-6061 Member <a href="http://www.davisvision.com">www.davisvision.com</a>

By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.