



STAR and CHIP Quick Reference Guide

Effective January 1, 2020

Provider Contact Information	
Provider Customer Services	1-877-560-8055
Provider Relations	1-855-212-1615 TexasMedicaidNetworkDepartment@bcbstx.com www.bcbstx.com/provider/medicaid
Eligibility	
Blue Cross and Blue Shield of Texas	1-877-560-8055 1-800 925-9126 Automated Inquiry System (AIS) www.availity.com www.tmhp.com
Utilization Management	
Prior Authorization and Referrals	1-877-560-8055 1-855-653-8129 Fax
Service Management Referrals	1-877-214-5630 TX_Medicaid_HC@bcbstx.com
Authorization Forms	www.bcbstx.com/provider/medicaid/clinical.html
Interpreter Services	1-877-560-8055 Providers 1-888-657-6061 Member
Texas Health Steps (STAR)	1-877-847-8377
Early Childhood Intervention	To find the local program in your area call the HHS Office of the Ombudsman at: 1-877-787-8999 Or visit: hhs.texas.gov/services/disability/early-childhood-intervention-services/eci-information-health-medical-professionals
Claims and Payment	
Provider Customer Services	1-877-560-8055 TTY: 711 www.availity.com
Claim Address	www.availity.com (Payor ID: 66001) BlueCross and BlueShield of Texas P.O. BOX 51422 Amarillo, TX 79159-1422
Refunds and Overpayments	Blue Cross Blue Shield of Texas Claims Overpayment Dept. 14212 Palatine, IL 60055-4212



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

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