

Medicaid/CHIP prior authorization contact information

Requests for prior authorization may be submitted for review and approval as indicated below:

- **Digital submission (preferred method):** [availity.com](https://www.availity.com)
- **Inpatient/outpatient surgeries; other general requests:**
 - Fax: **800-964-3627**
 - Phone: **833-731-2162**
- **Inpatient discharge planning (fax only):**
 - Physical health: **888-708-2599**
 - Behavioral health: **844-430-6805**
- **Specialized care services (fax only):**
 - Back and spine procedures: **800-964-3627**
 - Durable medical equipment (DME): **866-249-1271**
 - Home health nursing (PDN, SNV, HHA): **866-249-1271**
 - Medical injectable/infusible drugs: **844-512-8995** (for other services, refer to [Pharmacy Prior Authorizations](#) document on provider website)
 - Pain management injections and wound care: **866-249-1271**
 - Therapy (physical, occupational, and speech): **844-756-4608**
- **Behavioral health services:**
 - Digital submission (preferred method): [availity.com](https://www.availity.com)
 - Behavioral health — inpatient: **844-430-6805** (fax only)
 - Behavioral health — outpatient: **844-442-8010** (fax only)
- **Carelon Medical Benefits Management, Inc.* (formerly known as AIM Specialty Health®):**
 - Phone: **833-342-1260**
 - Website: [careloninsights.com](https://www.careloninsights.com)
 - Cardiology

Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan. Superior Vision of Texas, offered by Versant Health, is an independent company providing routine and medical optometry services on behalf of the health plan.

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Medicaid services provided by Wellpoint Insurance Company to members in the Medicaid Rural Service Area and the STAR Kids program and Wellpoint Texas, Inc. to all other Wellpoint members in Texas.

- Genetic testing
- Radiation oncology
- Radiology (high-tech)
- Sleep studies
- **Superior Vision of Texas (medical/surgical):**
 - Fax: **855-313-3106**
 - Email: **ecs@superiorvision.com**
- **Nursing facility: 844-206-3445 (fax)**
- **Ambulance transportation (nonemergent):**
 - Physical health – nonurgent: **866-249-1271** (fax)
 - Behavioral Health – nonurgent: **844-442-8010** (fax)
 - Urgent: **833-731-2162** (phone)
 - Refer to the Ambulance Transportation Services (Nonemergent) section of the Medicaid/CHIP provider manual.
- **STAR Kids** Long-term services and supports (LTSS)/personal attendant services (PAS) fax: **844-756-4604**
- **STAR+PLUS:**
 - LTSS/PAS requests are to be submitted by service area (fax only):
 - Austin: **877-744-2334**
 - El Paso: **888-822-5790**
 - Houston/Beaumont: **888-220-6828**
 - Lubbock: **888-822-5761**
 - San Antonio: **877-820-9014**
 - Tarrant/West RSA: **888-562-5160**
- **Urgent services: 833-731-2162 (phone)**

If you have questions, call Provider Services at **833-731-2162**. Staff are available Monday through Friday from 8 a.m. to 5 p.m. local time, excluding state-observed holidays. You may leave a confidential voicemail after-hours, and your call will be returned the next business day.

Documentation and forms required for prior authorization requests are available on our provider website at provider.wellpoint.com/tx.

Member assistance with prior authorizations

Members who have questions regarding prior authorizations may contact Member Services.

Members can also **live chat** with a representative or send a **secure message** once they log into their account:

- CHIP, STAR, STAR+PLUS: **833-731-2160 (TTY 711)**, available Monday through Friday from 7 a.m. to 6 p.m. Central time
- STAR Kids: **844-756-4600 (TTY 711)**, available Monday through Friday from 8 a.m. to 6 p.m. Central time

If you have any questions regarding pharmacy prior authorizations, contact Pharmacy Member Services, available 24/7, using the information below:

- CHIP, STAR, STAR+PLUS: **833-235-2022 (TTY 711)**
- STAR Kids: **833-370-7463 (TTY 711)**