

Medicaid/CHIP prior authorization contact information

Texas | Medicaid

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 additional information, refer to the [Pharmacy Prior Authorizations](#) document on our 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)
 - Behavioral health — outpatient: 844-442-8010 (fax)
- Carelon Medical Benefits Management, Inc. (formerly known as AIM Specialty Health®):
 - Phone: 833-342-1260
 - Website: [careloninsights.com/](https://www.careloninsights.com/)

Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

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Coverage provided by Wellpoint Insurance Company or Wellpoint Texas, Inc.
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- Cardiology
- 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)**
 - For additional information, 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):
 - Jefferson: **888-220-6828**
 - Lubbock/West RSA: **888-822-5761**
 - Nueces: **888-822-5790**
- **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)**