

IMPORTANT UPDATE: CHANGES EFFECTIVE DECEMBER 1, 2015

Effective December 1, 2015, BCBSTX Medicaid (STAR) and CHIP will transition from WellPoint and Express Scripts as our third party administrator to TMG Health, Inc. and Prime Therapeutics, LLC.

Effective December 1, 2015:

TMG Health, Inc. will provide a variety of administrative services including but not limited to:

- Member Call Center
- Provider Call Center
- Member Eligibility/enrollment
- Claims Payment
- Utilization Management Intake (Medical Prior Authorization)

Prime will provide a variety of administrative pharmacy services including but not limited to:

- Pharmacy Call Center
- Pharmacy Claims Management
- Member Eligibility/Enrollment
- Pharmacy Prior Authorization

What does this mean for the provider?

Providers can expect to see changes in their administrative processes and communication with BCBSTX Medicaid (STAR) and CHIP such as payer id, customer service phone number, and claims mailing address.

BCBTX will be hosting several trainings, Provider Transition Orientations, discussing these changes in depth. The training schedule will be posted on our website @ <http://www.bcbstx.com/provider/medicaid/training.html>. Provider Transition Orientation trainings begin October 16, 2015.