

IMPORTANT PHONE NUMBERS FOR AETNA BETTER HEALTH OF TEXAS

	Medicaid STAR	Medicaid STAR Kids	CHIP	Website
Provider Relations/Member Services				
Tarrant	1-800-306-8612	1-844-787-5437 1-844-STRKIDS	1-800-245-5380	
Bexar	1-800-248-7767		1-866-818-0959	
Fax	1-866-510-3710	1-866-510-3710	1-866-510-3710	
24-Hour Nurse Line				
Tarrant	1-800-306-8612	1-844-787-5437 1-844-STRKIDS	1-800-245-5380	
Bexar	1-800-248-7767		1-866-818-0959	
Behavioral Health				
Tarrant	1-800-306-8612	1-844-787-5437 1-844-STRKIDS	1-800-245-5380	
Bexar	1-800-248-7767		1-866-818-0959	
Miscellaneous				
Medical Management				
Tarrant	1-800-306-8612	1-844-787-5437 1-844-STRKIDS	1-800-245-5380	
Bexar	1-800-248-7767		1-866-818-0959	
Acute Services Fax	1-866-835-9589	1-866-835-9589	1-866-835-9589	
Long Term Services & Supports (LTSS) Fax		1-844-275-5728		
Claims Administration				
Tarrant	1-800-306-8612	1-844-787-5437	1-800-245-5380	
Bexar	1-800-248-7767		1-866-818-0959	
Fax	1-866-510-3710	1-866-510-3710	1-866-510-3710	
Medicaid Eligibility Verification	1-800-925-9126 AIS	1-800-925-9126 AIS	1-800-925-9126 AIS	
STAR Helpline	1-800-964-2777			
CHIP Helpline			1-800-964-2777	
STAR Kids Helpline		1-877-782-6440		
Vendor Drug Program (Provider RX Issues)	1-800-435-4165	1-800-435-4165	1-800-435-4165	https://www.txvendordrug.com/
Vendor Drug Program (Prior Authorizations)	1-877-PA Texas	1-877-PA Texas	1-877-PA Texas	https://www.txvendordrug.com/
CVS Caremark Pharmacy Help Desk	1-877-874-3317	1-877-874-3317	1-877-874-3317	https://www.caremark.com/wps/portal/!ut/p/z1/04_Sj9CPykssy0xPLMnMz0vMAfIjo8znSzMzS28gwxDXQJ8DAw8zYxdfTwMXYZdnez1wwkpiMIvHUIH0FuRCUAG6ZhRA!
Pharmacy Prior Authorization Request	1-844-787-5437	1-844-787-5437	1-844-787-5437	
Pharmacy Prior Authorization Fax	1-844-275-1084	1-844-275-1084	1-844-275-1084	
Medical Transportation Program -MTP Tarrant Bexar	1-855-687-3255 1-877-633-8747	1-855-687-3255		
Relay of Texas TDD/TT	1-800-735-2989	1-800-735-2989	1-800-735-2989	
Superior Vision	1-800-879-6901	1-800-879-6901	1-800-879-6901	https://superiorvision.com/
DentaQuest		1-800-516-0165		http://www.dentaquest.com/state-plans/regions/texas/
MCNA Dental		1-800-494-6262		https://www.mcna.net/en/home/