

Prescriber MCO Assistance Chart

Aetna Better Health

PBM: CVS/Caremark

Program	Prior Authorization Call Center	Member Call Center
STAR (Bexar)	800-248-7767	800-248-7767
STAR (Tarrant)	800-306-8612	800-306-8612
CHIP (Bexar)	866-818-0959	866-818-0959
CHIP (Tarrant)	800-245-5380	800-245-5380
STAR Kids	844-787-5437	844-787-5437

Amerigroup

PBM: IngenioRx

Program	Prior Authorization Call Center	Member Call Center
STAR	800-454-3730	1-833-235-2022
CHIP	800-454-3730	1-833-235-2022
STAR+PLUS	800-454-3730	1-833-235-2022
STAR+PLUS MMP	1-833-293-0661	1-833-232-1711
STAR Kids	800-454-3730	1-833-370-7463

Blue Cross Blue Shield of Texas

PBM: Prime Therapeutics

Program	Prior Authorization Call Center	Member Call Center
STAR	855-457-0407	888-657-6061
CHIP	855-457-0407	888-657-6061
STAR Kids	855-457-1200	877-688-1811

Cigna-HealthSpring

PBM: Express Scripts

Program	Prior Authorization Call Center	Member Call Center
STAR+PLUS	877-653-0331	877-653-0327
STAR+PLUS MMP	877-653-0331	877-653-0327

Community First Health Plan

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	800-434-2347
CHIP	877-908-6023	800-434-2347
STAR Kids	877-908-6023	855-607-7827

Community Health Choice

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	888-760-2600
CHIP	877-908-6023	888-760-2600

Cook Children's

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	800-964-2247
CHIP	877-908-6023	800-964-2247
STAR Kids	877-908-6023	844-843-0004

Dell Children's Health Plan

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	888-596-0268
CHIP	877-908-6023	888-596-0268

Driscoll Health Plan

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR (Nueces)	877-908-6023	877-220-6376
STAR (Hidalgo)	877-908-6023	855-425-3247
CHIP	877-908-6023	877-451-5598
STAR Kids	877-908-6023	844-508-4672 (Nueces) 844-508-4674 (Hidalgo)

El Paso Health

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	877-532-3778

FirstCare

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	800-431-7798
CHIP	877-908-6023	800-431-7798

Molina Healthcare

PBM: CVS/Caremark

Program	Prior Authorization Call Center	Member Call Center
STAR	855-322-4080	866-449-6849
STAR+PLUS	855-322-4080	866-449-6849
CHIP	855-322-4080	866-449-6849
STAR+PLUS MMP	855-322-4080	866-856-8699

Parkland Health Plan

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	888-814-2352
CHIP	877-908-6023	888-814-2352

Scott & White RightCare

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	855-897-4448

Superior Health Plan

PBM: Envolve Pharmacy Solutions

Program	Prior Authorization Call Center	Member Call Center
STAR	866-399-0928	800-783-5386
STAR+PLUS	866-399-0928	877-277-9772
CHIP	866-399-0928	800-783-5386
STAR Health	866-399-0928	866-912-6283
STAR Kids	866-399-0928	844-590-4883
STAR+PLUS MMP	800-867-6564	866-896-1844

Texas Children's Health Plan

PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR STAR Kids	877-908-6023	866-959-2555
CHIP	877-908-6023	866-959-6555

United Healthcare

PBM: Optum Rx

Program	Prior Authorization Call Center	Member Call Center
STAR	800-310-6826	888-887-9003
STAR+PLUS	800-310-6826	888-887-9003
CHIP	800-310-6826	888-887-9003
STAR Kids	800-310-6826	877-597-7799
STAR+PLUS MMP	800-711-4555	800-256-6533

Vendor Drug Program

Program	Prior Authorization Call Center	Member Call Center
Medicaid	877-728-3927	800-335-8957
CSHCN	800-252-8023, opt. 2	800-252-8023
KHC	N/A	800-222-3986

Revision History

Date	Revision
09/01/2020	<ul style="list-style-type: none"> Children's Medical Center Health Plan: removed 08/31/2020 Aetna Better Health: added Member Call Center numbers
06/01/2020	<ul style="list-style-type: none"> Parkland: Contact update
01/01/2020	<ul style="list-style-type: none"> Aetna, Community First, Driscoll Health Plan, El Paso Health, Molina Healthcare, Parkland, Superior, Texas Children's: contact updates Cigna-HealthSpring: contact updates, PBM change