

Prescriber MCO Assistance Chart

Effective November 1, 2018



Aetna Better Health

- PBM: CVS/Caremark

Program	Prior Authorization Call Center	Member Call Center
STAR (Bexar)	855-656-0363	800-248-7767
STAR (Tarrant)	855-656-0363	800-306-8612
CHIP (Bexar)	855-656-0363	866-818-0959
CHIP (Tarrant)	855-656-0363	800-245-5380
STAR Kids	844-787-5437	844-787-5437

Amerigroup

- PBM: Express Scripts

Program	Prior Authorization Call Center	Member Call Center
STAR CHIP STAR+PLUS	800-454-3730	800-600-4441
STAR+PLUS MMP	855-817-5790	855-878-1784
STAR Kids	800-454-3730	844-756-4600

Blue Cross Blue Shield of Texas

- PBM: Prime Therapeutics

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

Children's Medical Center Health Plan

- PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR Kids	877-908-6023	800-947-4969

* MCO has unique requirements regarding coverage of Family Planning products. Refer to the MCO Provider Manual for details.

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Cigna-HealthSpring

- PBM: OptumRx

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

- 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

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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

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 CHIP	877-908-6023	800-431-7798

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Molina Healthcare

- PBM: CVS/Caremark

Program	Prior Authorization Call Center	Member Call Center
STAR STAR+PLUS CHIP STAR+PLUS MMP	866-449-6849	866-449-6849

Parkland Health Plan

- PBM: Navitus

Program	Prior Authorization Call Center	Member Call Center
STAR	877-908-6023	888-672-2277
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	866-516-4501
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	866-399-0928	866-896-1844

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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 STAR+PLUS 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

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