

Medicaid/CHIP prior authorization submission information

Requests for prior authorization may be submitted for review and approval as indicated below:

- **Electronic submission (preferred method):**
 - availity.com*
- **Inpatient/outpatient surgeries; other general requests:**
 - **800-964-3627** (fax)
- **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 other services, refer to pharmacy prior authorizations document on provider website)
 - Pain management injections and wound care: **866-249-1271**
 - Therapy (physical, occupational, and speech): **844-756-4608**
- **Behavioral health services (fax only):**
 - Behavioral health — inpatient: **844-430-6805**
 - Behavioral health — outpatient: **844-442-8010**
- **AIM Specialty Health®* 800-714-0040** (phone); aimspecialtyhealth.com/goweb (online):
 - Cardiology
 - Genetic testing
 - Radiation oncology
 - Radiology (high-tech)
 - Sleep studies
- **Nursing facility: 844-206-3445** (fax)
- **Ambulance transportation:**
 - Nonemergent ambulance transportation: 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): **844-756-4604** (fax)

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup. AIM Specialty Health is an independent company providing some utilization review services on behalf of Amerigroup.

<https://provider.amerigroup.com>

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

- **STAR+PLUS LTSS/PAS requests are to be submitted by service area (fax only):**
 - Austin: **877-744-2334**
 - El Paso: **888-822-5790**
 - Houston/Beaumont: **888-220-6828**
 - Lubbock: **888-822-5761**
 - San Antonio: **877-820-9014**
 - Tarrant/West RSA: **888-562-5160**
- **Urgent services: 800-454-3730** (phone)

Documentation and forms required for prior authorization requests are available on our provider website.

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 a member logs into their account.

- CHIP, STAR, STAR+PLUS: **800-600-4441 (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)**