

Medicaid/CHIP prior authorization contact 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:**
 - Fax: **800-964-3627**
 - Phone: **800-454-3730**
- **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®:***
 - Phone: **800-714-0040**
 - Online: aimspecialtyhealth.com/goweb
 - 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.

* 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>

- **STAR Kids:**
 - Long-term services and supports (LTSS)/personal attendant services (PAS): **844-756-4604 (fax)**
- **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)**

If you have questions, call Provider Services at **800-454-3730**. Staff are available Monday through Friday from 8 a.m. to 5 p.m. local time excluding state-observed holidays. You may leave a confidential voicemail after-hours, and your call will be returned the next business day.

Documentation and forms required for prior authorization requests are available on our provider website at <https://provider.amerigroup.com/TX>.

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)**