

IMPORTANT PHONE NUMBERS FOR AETNA BETTER HEALTH OF TEXAS

Provider Phone Numbers	Medicaid STAR	Medicaid STAR Kids	CHIP	Website
Provider Relations				
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/Private Duty Nursing 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	
Member Services				
	Medicaid STAR	Medicaid STAR Kids	CHIP	Website
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	
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			1-800-647-6558	
STAR Kids Helpline		1-877-782-6440		
CVS Caremark Pharmacy Benefits Manager (PBM)	1-800-306-8612/1-800-248-7767	1-844-787-5437	1-800-245-5380/1-866-818-0959	https://www.caremark.com/wps/myportal/PHARMACY_LOCATOR_FAST
Superior Vision	1-800-879-6901	1-800-879-6901	1-800-879-6901	https://superiorvision.com/
DentaQuest	1-800-516-0165	1-800-516-0165	1-800-508-6775	http://www.dentaquest.com/state-plans/regions/texas/
MCNA Dental	1-855-691-6262	1-855-691-6262	1-855-691-6262	https://www.mcnatx.net/
Medical Transportation Program -MTP Tarrant Bexar	1-855-687-3255 1-877-633-8747	1-855-687-3255		
Relay of Texas TDD/TT	1-800-735-2989/711	1-800-735-2989/711	1-800-735-2989/711	