

Texas Medicaid and Children’s Health Insurance Program (CHIP) Managed Care Organizations Contact Center Phone Numbers

Managed Care Organization	Member Services Hotline	Provider Services Hotline	Behavior Health Hotline
Aetna ¹³⁴	1-800-248-7767 (Bexar Medicaid)	1-800-248-7767 (Bexar Medicaid)	1-800-248-7767 (Bexar Medicaid)
	1-800-306-8612 (Tarrant Medicaid)	1-800-306-8612 (Tarrant Medicaid)	1-800-306-8612 (Tarrant Medicaid)
	1-866-818-0959 (Bexar CHIP)	1-866-818-0959 (Bexar CHIP)	1-866-818-0959 (Bexar CHIP)
	1-800-245-5380 (Tarrant CHIP)	1-800-245-5380 (Tarrant CHIP)	1-800-245-5380 (Tarrant CHIP)
Amerigroup ¹²³⁴	1-844-756-4600	1-800-454-3730	1-800-600-4441
	1-855-878-1784	1-855-878-1785	1-855-878-1784, Press 9
BCBS ¹³⁴	1-888-657-6061	1-877-560-8055	1-800-327-7390
Cigna-HealthSpring ²	1-877-653-0327	1-877-653-0331	1-877-725-2539
			Crisis Line: 1-800-959-4941
Community First ¹³⁴	Medicaid Local: 1-210-358-6403 Toll-free: 1-800-607-7827	1-800-434-2347	1-877-221-2226
	CHIP Local: 1-210-358-6300 Toll-free: 1-800-434-2347		
Community Health Choice ¹⁴	1-844-297-4450	Local: 1-713-295-2295 Toll-free: 1-888-760-2600	1-877-343-3108

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Cook ¹³⁴	1-866-971-2665	1-800-964-2247	1-855-481-7045
Dell Children’s ¹⁴	1-877-451-5601	1-877-451-5601	1-855-744-7190
Driscoll ¹³⁴	1-877-220-6376 (Nueces Medicaid)	1-877-324-3627 (Nueces Medicaid)	1-888-244-4142 (Nueces Medicaid)
	1-877-451-5598 (Nueces CHIP)	1-877-324-3627 (Nueces CHIP)	1-877-330-3312 (Nueces CHIP)
	1-855-425-3247 (Hidalgo Medicaid)	1-855-425-3247 (Hidalgo Medicaid)	1-888-423-0264 (Hidalgo Medicaid)
El Paso Health ¹⁴	Local: 1-915-532-3778 Toll-free: 1-877-532-3778	Local: 1-915-532-3778 Toll-free: 1-877-532-3778 Ext 1507	1-877-377-6147 (Medicaid)
			1-877-377-6184 (CHIP)
FirstCare ¹⁴	1-800-431-7798 (Medicaid – Lubbock & MRSA West)	1-800-431-7798 (Medicaid – Lubbock & MRSA West)	1-800-327-6934
	1-877-639-2447 (CHIP Lubbock)	1-877-639-2447 (CHIP Lubbock)	
Molina ¹²⁴	1-866-449-6849	1-866-449-6849 1-855-322-4080	1-800-818-5837 (Houston/San Antonio/Jefferson) 1-888-800-6799 (Medicaid – North/Dallas)
	1-866-856-8699		
	1-877-319-6826		1-877-319-6826
Parkland ¹⁴	1-888-672-2277 (Medicaid)	1-888-672-2277 (HealthFirst)	1-888-800-6799 (Medicaid-North/Dallas)
	1-888-814-2352 (CHIP)	1-888-814-2352 (KidsFirst)	1-800-945-4644 (CHIP)

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Scott & White ¹	1-855-897-4448	1-855-897-4448	1-855-897-4448
Superior ¹²³⁴	1-800-783-5386 (CHIP/Medicaid) 1-866-516-4501 (Medicaid+PLUS) 1-800-820-5685 (CHIP RSA)	1-877-391-5921 (CHIP, Medicaid, Medicaid+PLUS) 1-800-522-8923 (CHIP RSA)	1-866-716-5650 (Medicaid) 1-888-471-4357 (CHIP) 1-800-466-4089 (Medicaid+PLUS) 1-888-800-6799 (Medicaid -North/Dallas)
	1-877-644-4494 (MRSA)	1-877-644-4494 (MRSA)	1-877-644-4517
	1-866-912-6283 (Medicaid Health)	1-866-439-2042 (Medicaid Health)	1-866-218-8263
	1-866-896-1844	1-877-391-5921	1-866-516-4501
Texas Children’s ¹³⁴	1-800-659-5764 (Medicaid) TDD 1-800-735-2989 (Texas Relay)	Local: 1-832-828-1004 Toll-free: 1-877-213-5508	1-800-731-8529 (Medicaid) 1-800-731-8528 (CHIP)
	1-800-959-6555 (CHIP) TDD 1-800-735-2989 (Texas Relay)		
United HealthCare Community Plan ¹²³⁴	1-888-887-9003 (Medicaid+PLUS)	1-888-887-9003 (Medicaid+PLUS)	1-866-302-3996
	1-800-256-6533	1-888-887-9003	1-877-604-0564 (Member/Provider)
DentaQuest ⁵	1-800-516-0165 (Medicaid)	1-800-896-2374	N/A
	1-800-508-6775 (CHIP)		N/A

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MCNA ⁵	1-855-691-6262	1-855-776-6262	N/A

¹ STAR participating MCOs

² STAR+PLUS participating MCOs

³ STAR Kids participating MCOs

⁴ CHIP participating MCOs

⁵ Dental Maintenance Organizations (DMO)