



# Alert: Blue Cross and Blue Shield of Texas (BCBSTX) Medicaid End of Workaround for Claims Reconsideration Request Form

*November 19, 2021*

## What is New

**Effective immediately**, all supporting claim documents are required to be first submitted to our claim administrator for processing. Our BCBSTX Medicaid Network Department will no longer accept supporting documents on the claims Reconsideration Request Form if they have not been first reviewed or received by the Claims Department.

## What is Next

We are requesting our providers to submit all supporting documents with the claim to the Claims Department for review and processing.

Providers can fax or mail the supporting documents directly to the BCBSTX Claims Department:

- Fax **1-855-825-7719**
- Mail:  
**Blue Cross and Blue Shield of Texas**  
**P.O. Box 51422**  
**Amarillo, TX 75159-1422**

## Questions

For questions or additional information, please:

- Contact your BCBSTX Medicaid Network team at **1-855-212-1615** or
- Submit via email [Texas Medicaid Network Department](#)

Revised 11/04/2021