



**BlueCross BlueShield
of Texas**

Blue Cross and Blue Shield of Texas (BCBSTX) Medicaid Paper and Fax Claims Submissions Rejected

The purpose of this notification is to alert our providers that paper and fax claims submissions are being rejected in error due to a coding error.

Issue

BCBSTX Medicaid is currently experiencing an issue with paper and fax claims rejecting in error.

The cause of the error is due to a coding issue with our vendor, who handles scanning images into the system. Our team is working with the vendor to review the language and make any necessary updates. The goal is to have this issue resolved quickly.

In the meantime

Our providers may submit claims electronically to reduce the number of rejections. At this moment, this is the only option available until the updates are resolved with our vendor. We will update this communication when it is resolved.

Have questions

Contact your BCBSTX Medicaid Provider Network Representative at 1-855-212-1615 or email:

TexasMedicaidNetworkDepartment@bcbstx.com.

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