



December 2015

## **IMPORTANT UPDATE REGARDING CLAIMS SUBMISSION FOR DATES OF SERVICE 12/1/2015 AND AFTER**

***These changes impact the Texas Medicaid STAR and CHIP program for Dates of Service (DOS) 12/1/2015 and after.***

### ***Verification of Eligibility and Benefits and Claims on Availity (availity.com)***

Due to unexpected circumstances Medicaid (STAR) and CHIP transactions on Availity for claims inquiries (also known as 27x transactions) are not returning information as expected. We apologize for this inconvenience. Please call Customer Service at 877-560-8055 for these inquiries. We have a team working on analysis and resolution of the Availity issue and will update you as soon as we have resolution.