

**Aetna Better Health of Texas**  
P O Box 569150  
Dallas, TX 75356-9150  
1.800.245.5380 (Tarrant CHIP) | 1.866.818.0959 (Bexar CHIP) |  
1.800.306.8612 (Tarrant Medicaid) | 1.800.248.7767 (Bexar Medicaid)



<Firstname Lastname>

<Date>

<Address>

<Address>

Dear Provider:

This letter is to inform you of the upcoming changes to the Children's Health Insurance Plan (CHIP) member ID number. This change will only affect the member's ID number and not his/her benefits.

The Texas Health and Human Services Commission (HHSC) will be removing the alpha prefix and issuing a nine (9) digit CHIP ID number.

**Effective Dates for CHIP ID Changes:**

- **CHIP Perinate** - September 3, 2013
- **CHIP and CHIP Perinate Newborn** - October 1, 2013

**Claims Submissions**

All claims will need to be submitted using the new CHIP ID number by the effective dates listed above based on date of service before or after 10/1/13

**Prior Authorizations**

If you already have an existing Prior Authorization on file with the member's old CHIP ID number, it will be transitioned to the new numeric ID number. Any new authorizations received after 10/1/13 will need to be submitted with the new ID number.

Aetna Better Health will be sending out new CHIP ID cards in the mail. If a member has not received a new card shortly after the dates listed above, please have them contact Aetna Better Health Member Services at 1-800-245-5380 (Tarrant) or 1-866-818-0959 (Bexar) between the hours of 8:00 a.m. to 5:00 p.m. Central Standard Time.

Sincerely,

Provider Relations Department  
Aetna Better Health  
[www.aetnamedicaid.com](http://www.aetnamedicaid.com)