

CI/CR (Claims Inquiry/Claims Research)

SDA	Medicaid STAR	Medicaid STAR Kids	CHIP
Dallas/Tarrant	1-800-306-8612	1-844-787-5437 1-844-STRKIDS	1-800-245-5380
Bexar	1-800-248-7767		1-866-818-0959

When to Contact CICR

Contract Disputes	Pay Denial Recons	Billing and Coding
Address Changes	Check Tracers	COB
Data Entry	Voided Claims	Pay To Issues
Prior Auth	Project Identity	Remits
System Issues	Appeal Status	Claim Status

NOTE: It is imperative to receive the ticket number (which begins with a P or a Q followed by a series of letters and numbers) as well as representative's name before ending the call.

Mailboxes



ABHTXCredentialing@AETNA.com

Provider adds
Contracting
Credentialing
Demographic updates



Txproviderenrollment@AETNA.com

If you have a delegated roster update.



EVVMailbox@Aetna.com

EVV related requests