## **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

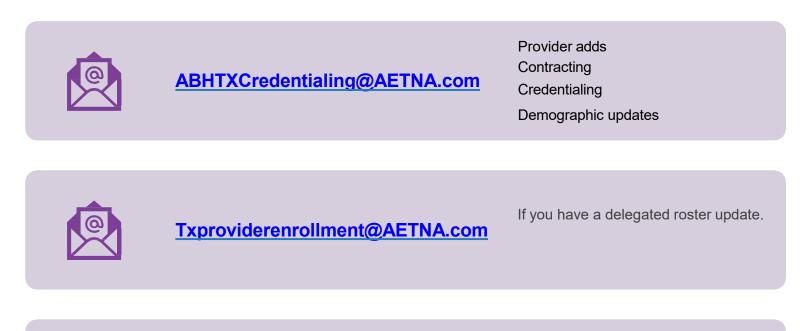
## When to Contact CICR

Contract Disputes	Pay Denial Recons	Billing and Coding
Address Changes	Check Tracers	СОВ
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





EVVMailbox@Aetna.com

EVV related requests

