

Utilization Management - IdealCare

Sendero utilization management staff are available during normal business hours, Monday-Friday 8 AM – 5 PM, excluding holidays, for inbound collect or toll-free calls about the utilization management processes or issues at 1-855-297-9191. Deaf or hard of hearing members can contact Sendero through Relay Texas by dialing 711 and requesting to communicate with Sendero. This service is available for Texans 24 hours a day, 365 days a year. There are no restrictions imposed on Relay Texas calls.

TTY services are also available for IdealCare members by calling 1-800-855-2880.

Language assistance for members with utilization management issues is available through bilingual staff or by calling Sendero Customer Service at 1-888-643-3251.