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# **STAR+PLUS Transition - Member Information**

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# Overview

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- What is STAR+PLUS
- What is changing September 2024?
- Who needs to pick a new plan?
- Who does not need to pick a plan?
- Health plans by service area
- Continuity of care
- How do I pick a health plan?
  - Choosing a Plan
  - Provider Networks
  - Timeline
- Questions



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## What is STAR+PLUS? (1 of 2)

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- STAR+PLUS is a Texas Medicaid-managed care program for adults who have disabilities or are age 65 or older.
- Adults in STAR+PLUS get Medicaid healthcare and long-term services and support through a health plan that they choose.
- STAR+PLUS combines health care, like doctor visits, with community long-term services and supports.



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## What is STAR+PLUS? (2 of 2)

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- STAR+PLUS also offers health education classes and extra benefits (called value-added services) if they are offered by a STAR+PLUS medical plan.
  - Each health plan's value-added services are shown in charts that are included in the packet mailed to people approved for STAR+PLUS Medicaid.



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# What is Changing September 2024?

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- HHSC contracted with different health plans for STAR+PLUS that take affect September 1, 2024.
  - There might be new plans in your area.
  - There are areas that are not changing.
- Covered services are not changing.
- Appeals, fair hearings, and complaint processes are not changing.



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# Who needs to pick a new plan?

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- If you live in an area where your current health plan is staying and you want to stay with them, you do not need to do anything.
- If you live in an area where your current plan is going away, you will need to pick a new one.
  - You have until July 10, 2024, to pick a new plan.
  - If you do not pick a health plan, then HHSC will assign one to you.



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# Who does not need to pick a plan?

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- There are no plan changes in four service areas
  - Lubbock
  - MRSA Central
  - MRSA East
  - MRSA West
- Members in these areas are not required to pick a plan. If you want to stay with your current plan, you do not need to do anything.



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# Health Plans by Service Area

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The following slides show the service areas with plan changes.

- The plans leaving, staying, or coming into a service area are color coded:

Leaving

New to a service area

Staying



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# Service Areas with Changes (1 of 2)

Service Area	Current Plans	Future Plans
Bexar	Wellpoint	United Healthcare
	Molina	Molina
	Superior	Community First
Dallas	Molina	Molina
	Superior	Superior
		United Healthcare
El Paso	Wellpoint	El Paso Health
	Molina	Molina



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# Service Areas with Changes (2 of 2)

Service Area	Current Plans	Future Plans
Harris	Wellpoint	Community Health Choice
	Molina	Molina
	United Healthcare	United Healthcare
Hidalgo	Molina	Molina
	Superior	Superior
		United Healthcare
Jefferson	Wellpoint	Wellpoint
	Molina	Molina
	United Healthcare	



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# Service Areas with Changes

Service Area	Current Plans	Future Plans
Nueces	Superior	Superior
	United Healthcare	Wellpoint
Tarrant	Molina	Molina
	Wellpoint	United Healthcare
Travis	United Healthcare	United Healthcare
	Wellpoint	Superior



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# Service Areas Without Changes

Service Area	Plans Available
Lubbock	Wellpoint
	Superior
MRSA Central	Superior
	Wellpoint
MRSA NE	Molina
	United Healthcare
MRSA West	Superior
	Wellpoint



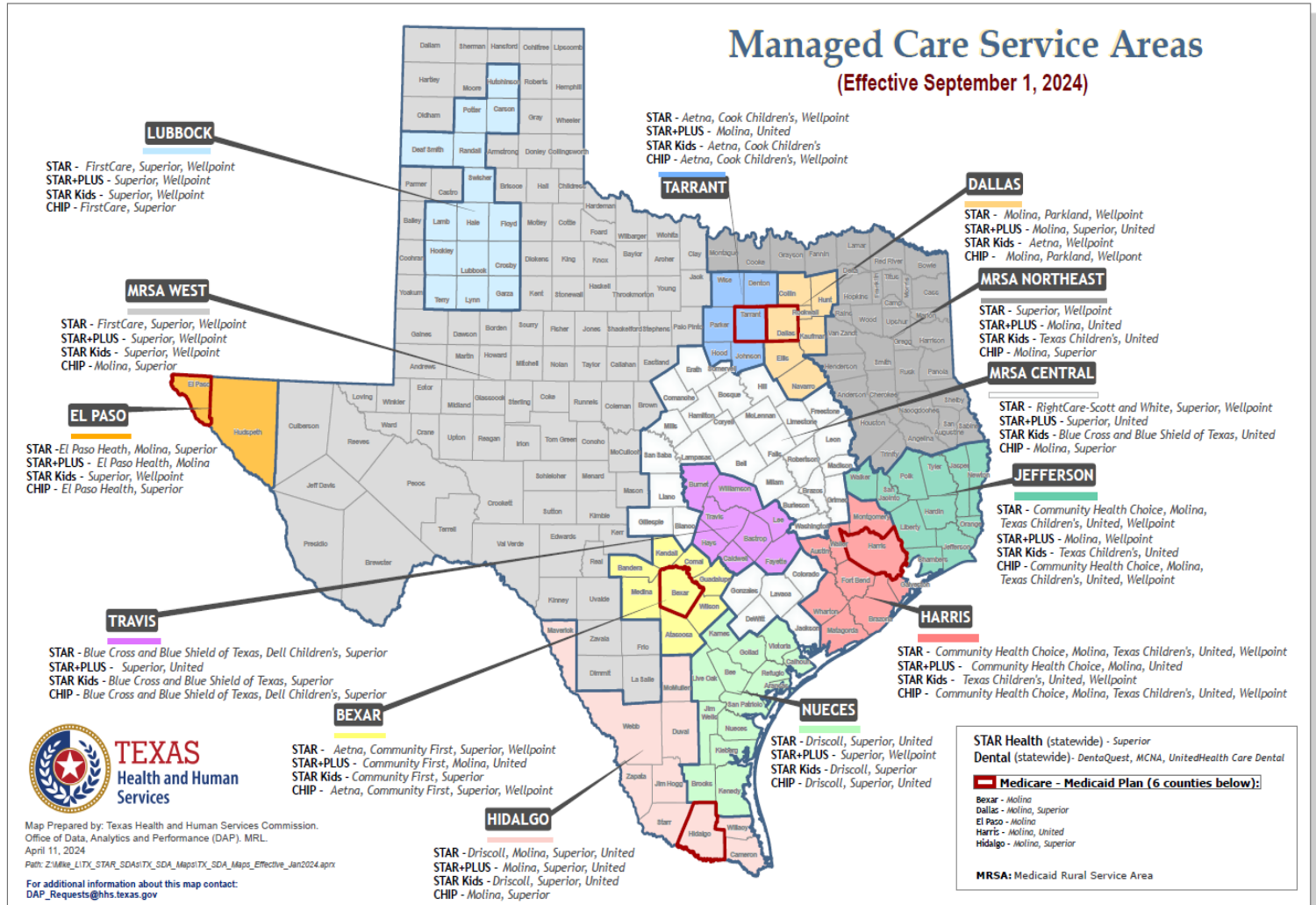
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# Managed Care Service Areas



# Continuity of Care

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- The state requires STAR+PLUS health plans provide continuity of care.
  - Authorizations for basic care, like specialist visits and medical supplies, are honored for 90 days, until the authorization expires, or until the health plan issues a new one.
  - Authorizations for long-term services and supports are honored for six months, until the authorization expires, or until the health plan issues a new one.
  - During the transition period, you can continue to see your current providers, even if they are out of the health plan's network.



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# How Do I Pick a Health Plan?

- Log into [YourTexasBenefits.com](http://YourTexasBenefits.com) and select “Medicaid and CHIP Services”
  - You can chat with a live agent online
- Attend an enrollment event in your area
  - Visit [txmedicaidevents.com](http://txmedicaidevents.com) to find a list of events in your area
- Mail the enrollment form back to HHSC
- Contact Enrollment Broker by phone at 800-964-2777
  - Open from 8 a.m. to 6 p.m. Central time, Monday through Friday.



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# Choosing a health plan

- Have you compared the health plans in your area?
  - The Compare Extra Services charts included in your packet list the value-added services provided by each plan.
  - Value added services are extra services offered by your health plan.
- Does the health plan you've picked include the provider you use and like?
  - To see if you can keep the doctor, nurse or clinic you use now, or if you want to find a new provider, you can either:
    - Call your provider
    - Search for your provider on the plan's website or call the plan directly.
    - Log into [YourTexasBenefits.com](http://YourTexasBenefits.com) and select "Medicaid and CHIP Services" under quick links.



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# Provider Networks

- You can check for in-network providers using:
  - The health plan's website
  - YourTexasBenefits.com – select “Medicaid and CHIP Services” and navigate to the Online Provider Look-up portal
  - TMHP's Online Provider Look-up portal
    - opl.tmhp.com
  - Call the Enrollment Broker at 800-964-2777



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# Timeline for picking a health plan

March  
2024

- You will get an enrollment packet in the mail.
- You can start making health plan choices.

June 2024

- You will get a reminder letter in the mail if you have not picked a health plan.

July 2024

- If you need to pick a new health plan, then you need to pick one by July 10, 2024.

September  
2024

- New health plans go into affect.



# What If I Have Questions?

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- Questions about eligibility?
  - Call 2-1-1 or
  - Log into [YourTexasBenefits.com](https://YourTexasBenefits.com)
- Questions about STAR+PLUS enrollment?
  - Log into [YourTexasBenefits.com](https://YourTexasBenefits.com) and select “Medicaid and CHIP Services”
    - You can talk to a live agent online
  - Call Enrollment Broker (800)964-2777
    - We are ready to help from 8 a.m. to 6 p.m. Central Time, Monday through Friday.



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# **Closing**

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