



STAR+PLUS Transition: Impacts on Providers

How will providers be impacted by managed care organizations (MCOs) operating in new service areas?

Providers must be contracted and credentialed with the new MCOs if they wish to serve members enrolled with these plans. [Click here for a list of STAR+PLUS health plans effective September 1, 2024](#). If you would like to contract with a new MCO in your area, please reach out to the MCO. For more information on contracting with MCOs, visit the Health and Human Services Commission's (HHSC's) [Information for Providers on Health Plan Changes](#) website. Contracting with a provider is up to the discretion of the MCO.

When do providers start billing the new MCO for provided services versus the previous MCO?

Beginning Sept. 1, 2024, providers must bill the new MCOs for services provided on or after Sept. 1, 2024.

Providers using a **third-party resource** for billing need to notify the third-party entity about any changes in MCO contracts.

Providers may send additional questions to HHSC using the [Managed Care Initiatives](#) mailbox.