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Services

STAR+PLUS Transition - Member Information

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Overview

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



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What is STAR+PLUS?

- 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 health care services through a health plan that they choose.
- STAR+PLUS combines acute care, like doctor visits, with long-term services and supports.



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What is STAR+PLUS? (2 of 2)

- STAR+PLUS health plans also offer extra benefits (called value-added services), such as health education classes.
- Information about the value-added services offered by each health plan can be found in the packet mailed to people enrolling in STAR+PLUS Medicaid.



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What is Changing September 2024?

- 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 with no changes to the STAR+PLUS health plans.
- 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?

- If you live in an area where your current health plan is staying and you want to stay with them, you don't 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 doesn't need to pick a plan?

- There are no plan changes in 4 service areas
 - Lubbock, Medicaid Rural Services Area (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 don't need to do anything.

Note: Enrollees in the Medicare-Medicaid Plans (MMPs) will not need to pick a STAR+PLUS health plan at this time.



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Health Plans by Service Area

The following slides show the service areas with health plan changes.

They list health plans leaving, coming, and no changes by service area.



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Service Areas with Changes (slide 1)

Bexar's Current Plans

- Wellpoint
- Molina
- Superior

Future Plans:

- United Healthcare
- Molina
- Community First

Plans Leaving:

- Wellpoint
- Superior

Dallas' Current Plans:

- Molina
- Superior

Future Plans:

- Molina
- Superior
- United Healthcare

Plans Leaving:

- None

El Paso's Current Plans:

- Wellpoint
- Molina

Future Plans:

- El Paso Health
- Molina

Plans Leaving:

- Wellpoint



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Service Areas with Changes (slide 2)



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Harris' Current Plans

- Wellpoint
- Molina
- United Healthcare

Future Plans:

- Community Health Choice
- Molina
- United Healthcare

Plans Leaving:

- Wellpoint

Hidalgo's Current Plans

- Molina
- Superior

Future Plans:

- Molina
- Superior
- United Healthcare

Plans Leaving:

- None

Jefferson's Current Plans

- Wellpoint
- Molina
- United Healthcare

Future Plans:

- Wellpoint
- Molina

Plans Leaving:

- United Healthcare

Service Areas with Changes (slide 3)

Nueces' Current Plans:

- Superior
- United Healthcare

Future Plans:

- Superior
- Wellpoint

Plans Leaving:

- United Healthcare

Tarrant's Current Plans:

- Molina
- Wellpoint

Future Plans:

- Molina
- United Healthcare

Plans Leaving:

- Wellpoint

Travis' Current Plans:

- United Healthcare
- Wellpoint

Future Plans:

- United Healthcare
- Superior

Plans Leaving:

- Wellpoint



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Service Areas Without Changes

Lubbock's Plans Available:

- Wellpoint
- Superior

MRSA Central's Plans Available:

- Superior
- Wellpoint

MRSA NE's Plans Available:

- Molina
- United Healthcare

MRSA West:

- Superior
- Wellpoint



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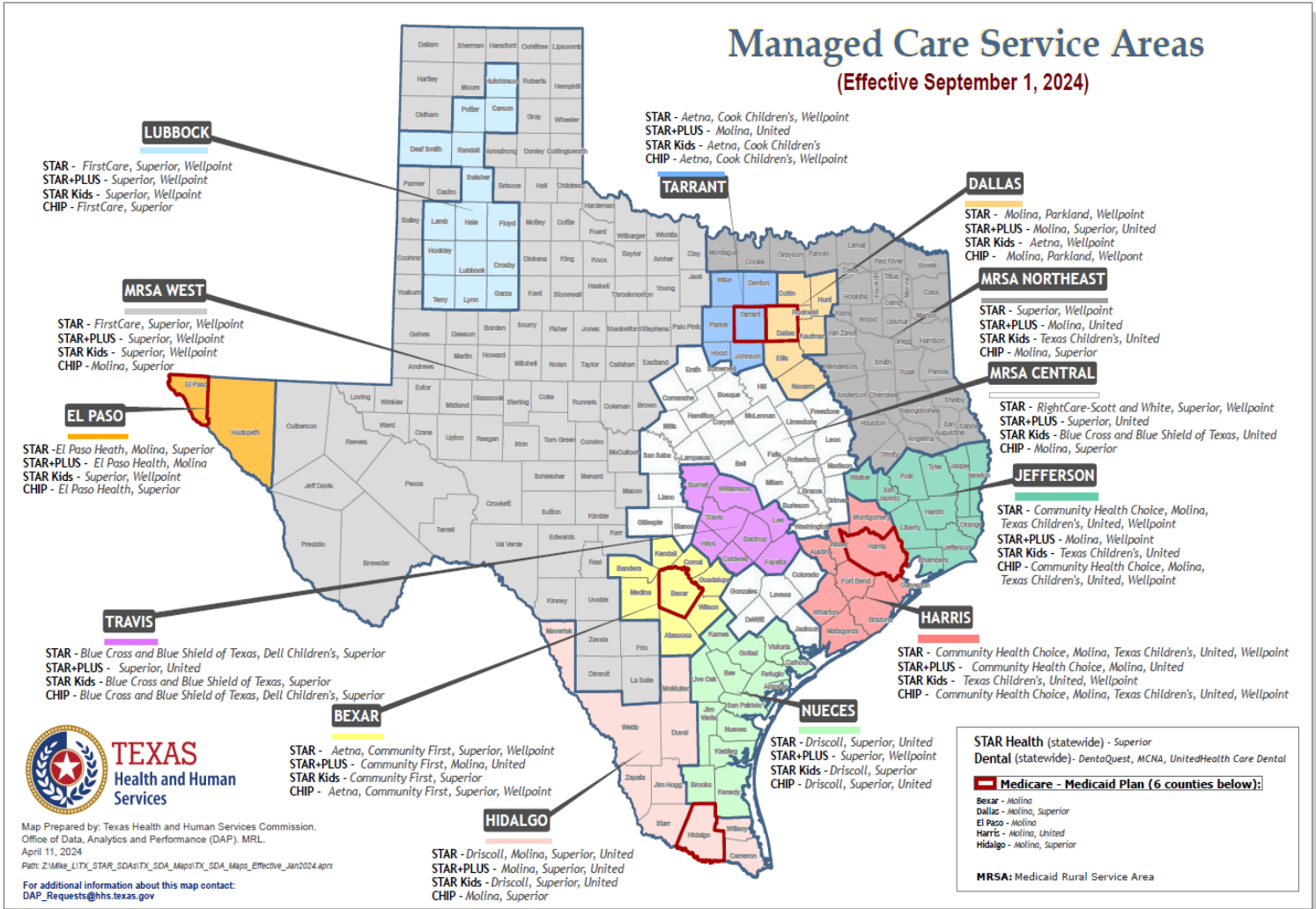


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Managed Care Service Areas

Managed Care Service Areas

(Effective September 1, 2024)



How Do I Pick a Health Plan?

- Log into 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 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're considering include the provider you currently 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 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 haven't 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.

Sept.
2024

- New health plans go into affect.

Continuity of Care

- STAR+PLUS health plans must provide continuity of care to members who transition to their plans September 2024.
 - Authorizations for current services are honored for up to six months, or until the new health plan issues a new authorization.
 - During the transition period, members can continue to see their current providers, even if they are outside of the health plan's network.
- Standard continuity of care requirements apply for members who transition to STAR+PLUS plans October 2024 or later.



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What If I Have Questions?

- Questions about eligibility?
 - Call 2-1-1 or
 - Log into YourTexasBenefits.com
- Questions about STAR+PLUS enrollment?
 - Log into 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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