

**Appendix VI**  
**STAR+PLUS Inquiry Chart**  
Effective March 1, 2018

This document is published to provide managed care organization (MCO) members and the general public an integrated resource of contact information for various governmental entities or their contractors. Internal or interagency inquiries are addressed in accordance with established procedures.

**Q: Who can I contact to learn why services are not being provided?**

A: Contact your MCO.

**Q: When will my Supplemental Security Income (SSI) or SSI-related Medicaid begin, be reinstated, or why was it denied?**

A: Contact the Social Security Administration (SSA) at 1-800-772-1213 (or the local SSA office).

**Q: When will my medical assistance only (MAO) Medicaid begin, be reinstated, or why was it denied?**

A: For **members** to find out information regarding benefits, log into the case record by clicking on View my case. Log in at the top right on the screen. On the next screen, enter your user name and password and click the login button or create an account by clicking on “Create a new account.” For **non-members**, contact the Texas Medicaid & Healthcare Partnership (TMHP) Statewide Medicaid Helpline at 1-800-335-8957 or call 2-1-1.

**Q: I was placed on an interest list for the STAR+PLUS Home and Community Based Services (HCBS) program. Who can I contact for the status?**

A: Contact the Interest List Management (ILM) Unit at 1-877-438-5658. For support services while waiting on the interest list, call Area Agency on Aging at 1-800-252-9240 or Aging and Disability Resource Center at 1-855-937-2372.

**Q: I need long term services and supports available through STAR+PLUS. How long will it take to begin receiving services?**

A: For **members** who have an MCO, contact the MCO. If you are waiting to be enrolled in an MCO, call the Enrollment Broker at 1-800-964-2777 or 1-877-782-6440.

**Q: What if I need long term services and supports (LTSS) and I do not have Medicaid?**

A. Contact Area Agency on Aging at 1-800-252-9240 or Aging and Disability Resource Center at 1-855-937-2372.

**Q: I am in a nursing facility and need information about the Money Follows the Person (MFP) process to assist me with transitioning to the community. Who can answer my questions?**

A: For **members**, contact your MCO. For **non-members**, contact Aging and Disability Resource Center at 1-855-937-2372.

**Q: I will be moving or recently moved to a new area of the state. Who can I contact for continued services?**

A: If receiving STAR+PLUS managed care services, contact your MCO for continuity of care and contact SSA or 2-1-1 to report an address change. If receiving services through the STAR+PLUS HCBS program, contact your MCO service coordinator. Contact SSA or 2-1-1 to report an address change.

**Q: Who can I contact to learn more about the STAR+PLUS HCBS program?**

A: For **members**, contact the MCO. For **non-members** with general questions, contact Aging and Disability Resource Center at 1-855-937-2372.

**Q: I have a complaint about my MCO. Who can I contact?**

A: First, contact your MCO to file a complaint. If your complaint is not resolved to your satisfaction, you may contact the Health and Human Services (HHS) Ombudsman Managed Care Assistance Team at 1-866-566-8989.

**Q: I am not happy with my MCO and want to change to another one. Who can help me?**

A: To discuss your concern, call the HHS Ombudsman Managed Care Assistance Team at 1-866-566-8989. If you are ready to change MCOs, contact the Enrollment Broker at 1-800-964-2777 or 1-877-782-6440.

**Q: I have questions about my Medicare coverage. Who can I call?**

A: For **Dual Demonstration members**, contact the Medicare and Medicaid Plan (MMP). For **Medicare Advantage Plan (MAP)** members, contact MAP. For **Medicare fee-for-service** individuals, call 1-800-Medicare (1-800-633-4227).

**Q: I am enrolled in an MCO but have questions about keeping my services. Will there be gaps in services if I move or go into a facility?**

A: Contact your MCO for continuity of care questions.

**Q: How will I receive my support services when I reach age 21?**

A: For **members**, contact your MCO. For **non-members**, contact the assigned Comprehensive Care Program case manager.

**Q: I have questions related to room and board or copay amounts for Assisted Living Facility (ALF) or Adult Foster Care (AFC). Who can help me?**

A: For **members**, contact the MCO, 2-1-1 or the local Medicaid for the Elderly and People with Disabilities (MEPD) office. For **non-members**, contact 2-1-1 or the TMHP Statewide Medicaid Helpline at 1-800-335-8957.

**Q: Who can help me with questions about receiving hospice services?**

A: For **members**, contact your primary care provider. For **non-members**, contact your physician to see if you qualify for hospice services.

**Q: I received a denial for STAR+PLUS HCBS program services. Who can help me?**

A: Contact your MCO.

**Q: Who can answer my questions about benefit coverage through my MCO?**

A: Contact your MCO.

**Q: Does my MCO provide dental services?**

A: Contact your MCO.

**Q: Who can answer my questions about private room availability at the ALF or AFC?**

A: Contact your MCO.

The following information can be used by MCO members and service providers to obtain information from the MCO. The member service line can be used to provide general information about benefits. The service coordination line can be used to obtain information about a member's benefits or to obtain the name of a member's service coordinator.

**Each MCO requires a caller to have the following information to release the name of a member's service coordinator: member's full name, member's date of birth, and/or member Medicaid identification number (located on the member's card).**

<b>MCO Name</b>	<b>Member Services Hotline</b>	<b>STAR+PLUS Service Coordination Hotline</b>	<b>Medicare and Medicaid Plan (Dual Demo) Hotline</b>
Amerigroup STAR+PLUS	1-800-600-4441	1-800-315-5385 Ext. 35765	1-855-878-1784
Amerigroup STAR+PLUS IDD	1-800-600-4441	1-866-696-0710 Ext. 36171	1-855-878-1784
Cigna-HealthSpring	1-877-653-0327	1-877-725-2688	1-877-725-2688
Molina Healthcare of Texas	1-866-449-6849	1-866-409-0039	1-866-856-8699
Superior HealthPlan	1-866-516-4501	1-877-277-9772	1-866-896-1844
UnitedHealthcare Community Plan	1-888-887-9003	1-800-349-0550	1-800-256-6533

The following acronyms/terms are referenced in this appendix:

<b>Acronym/Term</b>	<b>Narrative</b>
<b>STAR+PLUS HCBS</b>	STAR+PLUS Home and Community-based Services (HCBS) program is a program that allows the delivery of long term services and supports that assist members to live in the community in lieu of a nursing facility.
<b>HHSC</b>	Texas Health and Human Services Commission.

<b>IDD</b>	Intellectual and developmental disability.
<b>MAO</b>	Medical assistance only is an individual who does not meet the financial criteria for Medicaid, but is Medicaid eligible because of functional criteria.
<b>MAP</b>	Medicare Advantage Plan is a Medicare health plan offered by a private company which contracts with the federal government to provide Medicare benefits (also referred to as Medicare Part C).
<b>MCO</b>	Managed care organization is a Medicaid health plan offered by a private companies which contracts with HHSC to provide Medicaid benefits.
<b>Medicare fee-for-service</b>	Medicare individuals not enrolled in a MAP but rather receive "Original Medicare" managed by the federal government.
<b>Member</b>	Medicaid individual enrolled in the STAR+PLUS program.
<b>MMP</b>	Medicare and Medicaid Plan is a health plan offered by a private company which contracts with the federal government and HHSC to provide benefits to individuals eligible for Medicaid and Medicare (available in Bexar, Dallas, El Paso, Harris, Hidalgo, and Tarrant service areas).
<b>Non-member</b>	Individual not enrolled in the STAR+PLUS program.