



What You Need to Know About Your STAR+PLUS Services

The Health and Human Services Commission (HHSC) has contracted with different STAR+PLUS health plans effective Sept. 1, 2024. You may need to pick a new plan, depending on where you live.

- If you live in Bexar, Dallas, El Paso, Harris, Hidalgo, Jefferson, Nueces, Tarrant or Travis counties, you may need to pick a new plan.
- If your plan is no longer available, you must pick a new plan by July 10, 2024, or HHSC will pick one for you.
- If your plan is available in September 2024, you do not need to act.

Enrollment packets were mailed in March 2024 to members in areas with plan changes. The packet includes:



A letter that tells you if you must pick a new plan and available plan choices



A flyer entitled What You Need to Know Before Picking Your Health Plan



A chart that compares extra services

Reminder letters were mailed in June 2024 to people who haven't picked a plan.

What if I didn't get an enrollment packet?

If you've recently moved, HHSC may not have your most up-to-date contact information.



Call 2-1-1 and choose option 2 to report a new address or if you think there's been a mistake.