



COMMISSIONER
Chris Traylor

March 21, 2011

To: Community Based Alternatives Providers
Consumer Directed Services Agencies
Day Activity and Health Services Providers
Primary Home Care Providers
Consumer Managed Personal Attendant Services Providers

Subject: Community Services Information Letter No. 11-08
Expansion of the STAR+PLUS Program into Contiguous STAR+PLUS Service Areas

The Health and Human Services Commission (HHSC) is expanding the STAR and STAR+PLUS Medicaid managed care delivery systems into counties contiguous to existing service areas. As a result, HHSC will be expanding the STAR+PLUS program into counties contiguous to the following current STAR+PLUS service areas: Harris, Bexar, Nueces, and Travis. Additionally, the Jefferson service area is part of the expansion into the Harris contiguous counties. This area has been separated from the Harris service area for administrative reasons and renamed Jefferson to avoid confusion with the current Harris Expansion service area.

The anticipated operational start date for the Jefferson service area and the expansion of current STAR+PLUS service areas into the contiguous counties as identified in the previous paragraph is September 1, 2011.

STAR+PLUS is a Texas Medicaid program designed to integrate service delivery of acute and long-term care services through a managed care model. The STAR+PLUS program provides a continuum of care through a licensed Managed Care Organization (MCO). The current STAR+PLUS service areas, counties and initial implementation year are:

- Bexar service area: Atascosa, Bexar, Comal, Guadalupe, Kendall, Medina and Wilson counties (2007);
- Dallas service area: Collin, Dallas, Ellis, Hunt, Kaufman, Navarro and Rockwall counties (2011);
- Harris service area: Harris county (1998)
- Harris Expansion service area: Brazoria, Fort Bend, Galveston, Montgomery and Waller counties (2007);
- Nueces service area: Aransas, Bee, Calhoun, Jim Wells, Kleberg, Nueces, Refugio, San Patricio and Victoria counties (2007);
- Tarrant service area: Denton, Hood, Johnson, Parker, Tarrant and Wise counties (2011); and
- Travis service area: Bastrop, Burnet, Caldwell, Hays, Lee, Travis and Williamson counties (2007).

The September 2011 expansion of the STAR+PLUS program into the contiguous counties of the Harris, Bexar, Nueces and Travis service area includes the following counties:

- Harris service area: Austin, Matagorda and Wharton counties;
- Bexar service area: Bandera county;
- Nueces service area: Brooks, Goliad, Karnes, Kenedy and Live Oak counties; and
- Travis service area: Fayette county.

As part of the September 2011 STAR+PLUS expansion, the Jefferson service area includes the following 11 counties: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler, and Walker. Harris and Harris Expansion counties will be combined into one service area, the Harris service area.

STAR+PLUS Expansion Procurement

HHSC will amend its contracts with the current MCOs for each service area in order to provide STAR+PLUS members with a choice of health plans and network providers. These MCOs will assist HHSC in the operation of the STAR+PLUS program by managing and coordinating acute care services and long-term services and supports (LTSS) for eligible STAR+PLUS members. The MCOs currently operating in the STAR+PLUS service areas are:

- Bexar service area: Amerigroup, Molina, and Superior;
- Dallas service area: Molina and Superior;
- newly combined Harris and Harris Expansion service area¹: Amerigroup, Evercare, and Molina;
- Nueces service area: Evercare and Superior;
- Tarrant service area: Amerigroup and Bravo²; and,
- Travis service area: Evercare and Amerigroup.

With the September 2011 STAR+PLUS expansion, HHSC will replace the current Harris Expansion service area plan codes with the Harris service area plan codes as displayed in the following chart.

STAR+PLUS MCO	STAR+PLUS Harris Service Area Plan Codes	STAR+PLUS Harris Expansion Service Area Plan Codes	STAR+PLUS Contiguous Expansion Harris Service Area Plan Codes September 2011
Amerigroup	7P	54	7P
Evercare	7R	55	7R
Molina	7S	58	7S

¹ As previously noted, the Jefferson service area to be implemented in September 2011 is currently included in the Harris service area.

² As described in Information Letter [10-159, Updated Information: Expansion of the STAR+PLUS Program in the Dallas and Tarrant Service Areas](#), HHSC placed Bravo on temporary enrollment suspension effective December 2010. HHSC will lift this suspension effective May 1, 2011.

The MCOs operating in the Jefferson service area will be Amerigroup, Evercare, and Molina. HHSC has developed the following plan codes for the Jefferson service area.

STAR+PLUS MCO	STAR+PLUS Jefferson Service Area Plan Codes September 2011
Amerigroup	8R
Evercare	8S
Molina	8T

STAR+PLUS Enrollment

HHSC contracts with an independent organization, called an enrollment broker, to enroll individuals into the STAR+PLUS program and to ensure the MCOs do not market directly to potential STAR+PLUS members. The state's enrollment broker is MAXIMUS. Eligible members will receive "enrollment packets" prior to the STAR+PLUS Expansion implementation date to allow members to select an MCO and a primary care provider. Under the HHSC STAR+PLUS contract, each MCO will provide the same array of Medicaid acute care services and LTSS to Medicaid-only members. Dual eligible (i.e., Medicare and Medicaid) members will continue to receive acute care services through Medicare and will receive LTSS services through their STAR+PLUS MCO.

Impact to Individuals Receiving DADS LTSS

Expansion of the STAR+PLUS program into the contiguous counties of the Harris, Bexar, Nueces, and Travis service areas and the creation of the Jefferson service area will impact individuals currently receiving one or more of the following services through the Department of Aging and Disability Services (DADS):

- Community Based Alternatives (CBA) 1915(c) Nursing Facility Waiver ("CBA Waiver");
- Title XIX funded Day Activity and Health Services (DAHS);
- Primary Home Care (PHC); and
- Consumer Managed Personal Attendant Services (CMPAS).

The STAR+PLUS 1915(c) Waiver ("STAR+PLUS Waiver") array of services is very similar to that of the CBA Waiver.

The following summary describes the impact of STAR+PLUS expansion on CBA Waiver, DAHS, PHC, and CMPAS individuals.

- **CBA Waiver:** DADS will amend the CBA Waiver by removing the impacted counties to be included in the STAR+PLUS service areas. The CBA Waiver amendment will be effective the end of the month prior to the STAR+PLUS expansion operational start date. Assuming a STAR+PLUS operational start date of September 1, 2011, DADS anticipates amending the CBA Waiver effective September 1, 2011. This means that DADS cannot operate the CBA Waiver program in the impacted STAR+PLUS expansion service area counties after August 31, 2011. All CBA Waiver individuals residing in the impacted STAR+PLUS expansion service area counties will begin receiving STAR+PLUS Waiver services through STAR+PLUS MCO network providers on or about September 1, 2011.
- **DAHS:** All Title XIX DAHS individuals residing in the impacted STAR+PLUS expansion

service area counties will begin receiving DAHS through STAR+PLUS MCO network providers on or about September 1, 2011. With very few exceptions, DADS cannot administer Title XIX DAHS to eligible STAR+PLUS members in any of the impacted STAR+PLUS expansion service area counties after August 31, 2011.

- **PHC:** In the STAR+PLUS program, PHC services are referred to as Personal Attendant Services (PAS) and do not include Community Attendant Services (CAS) or Family Care (FC). All Title XIX PHC individuals residing in the impacted STAR+PLUS expansion service area counties will begin receiving PAS through STAR+PLUS MCO network providers on or about September 1, 2011. With very few exceptions, DADS cannot administer Title XIX PHC services to eligible STAR+PLUS members in any of the impacted STAR+PLUS expansion service area counties after August 31, 2011. DADS can administer PHC services, even to full Medicaid recipients, in managed care service areas if the individual is unable to access the program through managed care. DADS will continue to operate CAS and FC in the impacted STAR+PLUS expansion service area counties.
- **CMPAS:** Supplemental Security Income (SSI) or SSI-related Medicaid individuals receiving CMPAS will be enrolled in the STAR+PLUS program effective September 1, 2011; however, individuals receiving CMPAS **at the time of the expansion** whose spouses are their paid attendants may choose to remain in CMPAS and will not be enrolled in the STAR+PLUS program. If an individual exercises this option and subsequently ceases to have his spouse as the paid attendant, he will be enrolled in the STAR+PLUS program at that time and CMPAS will no longer be an option to him.

STAR+PLUS and Title XX Services

SSI or SSI-related Medicaid individuals who are enrolled in the STAR+PLUS program are permitted to access Title XX services provided by DADS as long as those services do not duplicate those in the STAR+PLUS service array and are allowed in accordance with DADS policies and procedures. When the STAR+PLUS MCO determines a member is eligible for the STAR+PLUS Waiver, the member will no longer have access to Title XX services that duplicate those available in the STAR+PLUS service array.

DADS will continue to operate the Title XX DAHS program in the impacted STAR+PLUS expansion service area counties. Non-SSI and non-SSI-related individuals who meet DAHS eligibility requirements may receive Title XX DAHS in the STAR+PLUS service areas.

Contracts and Provider Payments

As noted in the previous section, effective with the implementation of the STAR+PLUS expansion into the impacted service area counties, the CBA Waiver will no longer operate in those counties. As a result, DADS intends to amend CBA Waiver contracts in those service areas by removing the impacted service area counties. Current DAHS and PHC providers will still be able to deliver and receive payment for Title XX DAHS, CAS, FC, and CMPAS (for non-SSI and non-SSI-related individuals and for those individuals with a spouse as the paid attendant). As indicated on the previous page, current DAHS and PHC providers will also be able to deliver and receive payment for certain Title XIX DAHS and PHC individuals who reside in the STAR+PLUS expansion service

area counties but will not be enrolled in the STAR+PLUS program. DADS will notify providers of the status of their contracts in relation to the STAR+PLUS expansion into the contiguous counties at a future date.

In order to serve STAR+PLUS members in the impacted service areas after expansion, DADS recommends providers to contract with all MCOs that have a current contract with HHSC to provide STAR+PLUS services. This will enable providers to continue delivering services to their current authorized individuals.

Below is contact information for the current MCOs in the relevant service areas.

STAR+PLUS MCO Representative Contact Information			
MCO	Representative	Phone Number	Email Address
Amerigroup	Aron Head (Dallas/Fort Worth)	817-861-7747	ahead@amerigroupcorp.com
	Roland Valle (Travis/Bexar)	512-382-4980	rvalle1@amerigroupcorp.com
	Jennifer Gonzalez (Nueces)	361-994-5513	jgonz10@amerigroupcorp.com
	Jo Lynn Turner (Harris/Jefferson)	713-218-5179	jturne6@amerigroupcorp.com
Evercare	Thomas Hicks	512-634-2322	thomas_g_hicks@uhc.com
Molina	RosCet Varner	888-562-5442 x204059	Roscet.varner@molinahealthcare.com
	Claudia Mojica	888-562-5442 x207352	Claudia.Mojica@molinahealthcare.com
	Troy Eubank	817-602-0832	Troy.eubank@molinahealthcare.com
Superior Health Plan	Network Development	877-391-5923 X 22534 Fax: 866-224-3339	SHP- NetworkDevelopment@centene.com

STAR+PLUS MCOs will be developing STAR+PLUS expansion provider networks. These MCOs may contact current DADS LTSS providers operating in the impacted service areas to request that the provider sign a Letter of Intent, contract, or contract amendment to join a prospective STAR+PLUS provider network. LTSS providers that complete the credentialing process and contract with the STAR+PLUS MCO(s) by April 30, 2011 may be included in the provider directories. Please note that STAR+PLUS MCOs contract with providers, authorize LTSS directly, and pay their network providers directly. Thus, MCO requirements for service delivery

documentation and billing may be different from those of DADS.

The HHSC STAR+PLUS contract with the MCOs includes a provision to ensure continuity of care for DADS individuals and providers during the transition from DADS program operations to STAR+PLUS managed care operations.

Provider Communications Regarding STAR+PLUS Program Expansion

DADS publishes information regarding the transition of LTSS from DADS to the STAR+PLUS program on the DADS website at: www.dads.state.tx.us/providers.

STAR+PLUS Program Contact Information

If you have questions about the content of this information letter, please contact the Community Services Policy line at (512) 438-3015.

If you have general questions about the DADS components of the STAR+PLUS contiguous expansion initiative, please contact Rhonda Pratt via email at rhonda.pratt@dads.state.tx.us or telephone at (512) 438-5813.

For general information about the STAR+PLUS program, please refer to the HHSC STAR+PLUS website at <http://www.hhsc.state.tx.us/starplus/Overview.htm#top>.

For more information regarding this STAR+PLUS expansion, please refer to the resources available on the HHSC Managed Care Proposals website at <http://www.hhsc.state.tx.us/medicaid/MMC-Proposals.shtml> and the TMHP website at http://www.tmhp.com/Pages/PCCM/STAR_Expansion.aspx.

Sincerely,

[signature on file]

Teresa Richard
Director
Center for Policy Innovation

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