

IDD Acute Care Carve-In to STAR+PLUS Managed Care:

*Become Informed, Educated, and Ready to Provide Support
and Information to the Individuals You Serve*

Effective September 1, 2014, STAR+PLUS will offer acute care services (e.g., hospital, doctor, medication) to many of the individuals for whom you provide long-term services and supports. As a trusted provider, individuals and their families will likely come to you with questions and concerns. Here are some steps you can take to educate yourself and help individuals prepare for the upcoming changes.

1. Learn which STAR+PLUS Managed Care Organizations (MCOs) will serve your county by clicking on the links below:

Medicaid Rural Service Areas (new to STAR+PLUS as of September 1, 2014)

<http://www.hhsc.state.tx.us/medicaid/managed-care/mmc/STARPLUS-MRSA-map.pdf>

Current STAR+PLUS Service Areas:

<http://www.hhsc.state.tx.us/medicaid/managed-care/mmc/STARPLUS-map.pdf>

2. Help individuals ensure their physicians are in the MCO provider network they select.
 - The contact information for each STAR+PLUS MCO is listed below. Use the toll free number to call and check if a particular doctor is in the individual’s MCO plan. You can also look this up on the plan’s website.
 - If an individual’s doctor is not in the MCO’s plan, you may contact a plan representative to request that they ask the doctor to be added to their network.
 - Share this document with the individual receiving services so they can contact a plan representative.
 - Encourage the individual or their representative to contact their doctor to encourage them to contract with a particular MCO.

PLAN	PHONE	WEBSITE
Amerigroup	1-800-600-4441	www.findadoc.amerigroup.com
Cigna-HealthSpring	1-877-653-0327	http://starplussearch.mycignahealthspring.com/
Molina	1-866-449-6849	doctors.molinahealthcare.com
Superior HealthPlan	1-866-516-4501	www.superiorhealthplan.com/for-members/find-a-doctor
UnitedHealthCare Community Plan	1-888-887-9003	www.uhcommunityplan.com/tx/starplus

3. Attend a provider training. HHSC, DADS and MCOs will be present to answer questions and give information. Find out when we will be in your area at the following link:

<http://www.hhsc.state.tx.us/news/meetings.asp>
4. Refer individuals and family members to the HHSC managed care expansion website. This site includes general information, frequently asked questions, and presentations on the expansion of managed care:

<http://www.hhsc.state.tx.us/medicaid/managed-care/mmc.shtml>

Still have questions? Email HHSC at Managed_Care_Initiatives@hhsc.state.tx.us.