



COMMISSIONER
Chris Traylor

February 27, 2012

To: Community Based Alternatives Providers
Consumer Directed Services Agencies
Client Managed Personal Assistance Services Providers
Day Activity and Health Services Providers
Primary Home Care Providers
Assisted Living/Residential Care Providers
Emergency Response Services Providers
Home Delivered Meals Providers
Adult Foster Care Providers

Subject: Community Services Information Letter No. 12-23.
Supplemental Provider Information for STAR+PLUS March 1, 2012, Expansion into
Lubbock, El Paso and Hidalgo Service Areas

The purpose of this letter is to provide long-term services and supports (LTSS) providers in the Lubbock, El Paso and Hidalgo Service Areas, additional information regarding the March 1, 2012, STAR+PLUS Managed Care expansion.

STAR+PLUS Services

The following are two components to the STAR+PLUS program:

- STAR+PLUS services, which includes medical services and Personal Attendant Services (PAS), that replaces Primary Home Care (PHC), and Day Activity and Health Services (DAHS) in the new service areas.
- The Home and Community Based Services STAR+PLUS Waiver (SPW), provides long-term services and supports, enabling individuals to reside in the community rather than in an institution. The SPW replaces the Community Based Alternatives (CBA) waiver in the new service areas.

For a comprehensive overview of the STAR+PLUS program go to:

<http://www.hhsc.state.tx.us/starplus/starplus.htm>

Differences between the Department of Aging and Disability Services (DADS) Operated Programs (CBA, PHC and DAHS), and the STAR+PLUS program

The major differences between the DADS operated programs, CBA, PHC and DAHS, and the STAR+PLUS program service delivery models are reflected in the table below:

CBA, PHC and DAHS	STAR+PLUS Program
DADS operates the programs through contracted providers that may be licensed or certified.	Health and Human Services Commission (HHSC) operates the program through contracted managed care organizations (MCOs) (also known as health maintenance organizations) which contract with service providers.

Services are coordinated by a Home and Community Support Services Agency (HCSSA) and service plans are authorized and approved by a DADS case manager.	Service Coordination and authorizations are completed by a MCO nurse or social worker and then approved by a DADS STAR+PLUS Support Unit (SPSU) Coordinator.
HCSSAs submit Medical Necessity/Level of Care assessments to Texas Medicaid Healthcare Partnership (TMHP).	MCOs submit Medical Necessity/Level of Care assessments to TMHP.
Enrollment begins on agreed-upon date, any day of the month.	Enrollment begins on the first day of the month.
Providers have 12 months from the end of the service delivery month to file a claim.	Providers have 95 days from the service delivery date to file a claim.
DADS holds the associated license or certification for the identified provider types.	MCOs will execute a contract with the identified provider types. DADS continues to hold the license.

Title XX Services

The following Title XX programs, administered by DADS, will not be affected by the STAR+PLUS expansion. Title XX programs include: DAHS, Family Care (FC), Home Delivered Meals (HDM), Emergency Response Services (ERS), and Assisted Living/Residential Care. Individuals enrolled in STAR+PLUS can receive Title XX services when the services are not provided in the STAR+PLUS waiver. When members have a need for Title XX services they are referred to DADS. Their name may be added to an interest list if a Title XX slot is not available. Both STAR+PLUS and SPW members can apply for Hospice services.

Special policies do apply to one Title XX program, Client Managed Personal Attendant Services (CMPAS). Individuals eligible for Supplemental Security Income (SSI) and SSI-related Medicaid and currently receiving CMPAS services in the Lubbock, El Paso and Hidalgo service areas will receive attendant care services through either STAR+PLUS or the SPW. However, under certain circumstances CMPAS providers can deliver and receive payment for services provided to individuals eligible for Medical Assistance Only (MAO) who are not enrolled in the STAR+PLUS program. Individuals enrolled in CMPAS **at the time of the expansion** whose spouses are their paid attendants may choose to remain in the DADS CMPAS program or to be enrolled in the STAR+PLUS program. However, the individual's spouse cannot continue to serve as their attendant if the individual chooses to become a STAR+PLUS member.

Transitional Activities

- **Service Request**
 - On February 16, 2012, new request for services and pending cases will be transitioned to the MCOs from DADS.
- **CBA Interest List (IL)**
 - SSI recipients on the DADS CBA IL will be released from the list and enrolled with an MCO in the STAR+PLUS program. The remaining individuals on the CBA IL will be transitioned to the SPW MAO IL.

- **Conversion of CBA Waiver Authorizations to SPW Authorizations**
 - After the February 2012 conversion, authorized SPW services will be displayed on the Medicaid Eligibility Service Authorization Verification (MESAV) via TxMedConnect. CBA authorizations for each service will have an end date of February 29, 2012. SPW authorizations will have a begin date of March 1, 2012, and will have the same end date as the previous CBA waiver authorizations.

Claims

While DADS LTSS providers have one year to submit claims, providers are encouraged to submit claims for services delivered up to the contract cancellation date. Please note that providers who participate in the Attendant Compensation Rate Enhancement program may have funds placed on hold until all required cost reports are received and determined to be acceptable by the HHSC Rate Analysis Department (Rate Analysis) so that compliance with the spending requirements may be determined. Affected providers will receive a letter requesting all necessary cost reports. Submission of acceptable cost reports and a prompt response to any questions from Rate Analysis will result in the release of the hold as quickly as possible.

HHSC has assigned the following STAR+PLUS plan codes for new service areas effective March 1, 2012.

Service Area	Plan Name	STAR+PLUS Plan Codes
El Paso	Amerigroup	34
	Molina	33
Hidalgo	HealthSpring (Bravo)	H7
	Molina	H6
	Superior	H5
Lubbock	Amerigroup	5A
	Superior	5B

- Prior to billing, providers are encouraged to check MESAV to determine if the member is Medicaid eligible and to obtain the member's MCO (Plan Code).
- Effective March 1, 2012, MCOs will require providers to obtain a prior authorization before delivering services not reflected on the DADS service plan. The MCO's authorization can vary in length, from one month to a year.
- For further billing procedures and information, please refer to information letter (IL) 11-04 regarding individuals who move between fee-for-service and STAR+PLUS service areas at: <http://www.dads.state.tx.us/providers/communications/2011/letters/IL2011-04.pdf>

Communications with Future STAR+PLUS Program Members Concerning Provider Contracting with MCOs

DADS recommends providers wishing to serve STAR+PLUS program members on or after March 1, 2012, contract with all MCOs in their service area. Once DADS LTSS providers have begun the contract execution with the STAR+PLUS MCOs, those providers are encouraged to notify individuals of which MCOs the provider will contract to deliver STAR+PLUS LTSS. **This communication should serve as information only and should not in any way impact an individual's right to choose an MCO or LTSS provider.**

For example, an LTSS provider may choose to notify individuals currently receiving DADS LTSS as follows:

"Happy Haven Meals will be a STAR+PLUS network provider for the following MCOs: Amerigroup and Superior Health Plan in the Lubbock and El Paso service areas. Happy Haven Meals will also be a STAR+PLUS network provider for Molina, HealthSpring and Superior in the Hidalgo service area."

The state prohibits MCOs from contacting non-STAR+PLUS members without authorization from the DADS SPSU to conduct an assessment.

STAR+PLUS Program Contact Information

The following telephone and web information is provided for your assistance:

- For questions about DADS contracts, contact Community Services Contracts voice mailbox at (512) 438-3550.
- For questions about DADS components of the STAR+PLUS initiative, contact:
 - Rhonda Pratt via email at rhonda.pratt@dads.state.tx.us or telephone at (512) 438-5813, or
 - Carol Griebel via email at carol.griebel@dads.state.tx.us or telephone at (512) 438-5295.
- For more information regarding this STAR+PLUS expansion, refer to the:
 - HHSC Managed Care website at <http://www.hhsc.state.tx.us/medicaid/MMC.shtml>
 - TMHP website at http://www.tmhp.com/Pages/PCCM/PCCM_Home.aspx or http://www.tmhp.com/Pages/LTC/ltc_home.aspx
 - www.txmedicaidevents.com
 - <http://www.dads.state.tx.us/providers/communications/2011/letters/IL2011-119.pdf>
- For questions regarding cost reporting, contact:
 - Pat Whitaker at pat.whitaker@hhsc.state.tx.us for submission and receipt of the cost reports;
 - Doug Odle at doug.odle@hhsc.state.tx.us for proper completion of the cost reports and/or recoupment due to failure to meet spending requirements;
 - The ACRES helpline at (512) 491-1448 for technical questions on the Automated Cost Reporting and Evaluation System (ACRES).

Sincerely,

[signature on file]

Teresa Richard
Director
Center for Policy and Innovation

Gary Jessee
Assistant Commissioner
Access and Intake