



COMMISSIONER
Jon Weizenbaum

June 3, 2014

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

Subject: Information Letter No. 14-23
Expansion of the STAR+PLUS Medicaid Managed Care Program to the Medicaid Rural Service Areas

The Health and Human Services Commission (HHSC) is expanding the STAR+PLUS Medicaid managed care program to the existing Medicaid Rural Service Areas (Medicaid RSAs) including West, Central, and Northeast Texas. With this expansion, most individuals who are older or who have a disability will get their basic health services (acute care), and long-term services and supports (LTSS) through a STAR+PLUS managed care organization (MCO). In the fall of 2013, HHSC began conducting statewide Medicaid Managed Care Initiative information sessions to inform the targeted providers and individuals of this expansion.

STAR+PLUS is a Texas Medicaid program designed to integrate service delivery of acute care and LTSS through a managed care model. The STAR+PLUS program provides a continuum of care through a MCO licensed by the Department of Insurance and contracted with HHSC. The anticipated operational start date for the STAR+PLUS Medicaid RSA expansion is for September 1, 2014. This expansion will complete the inclusion of the Department of Aging and Disability Services (DADS) Community Based Alternatives (CBA) program. The CBA program, a 1915(c) nursing facility waiver will be terminated and no longer exist effective on September 1, 2014.

The CBA program will be replaced by the Texas Healthcare Transformation and Quality Improvement program, which is a 1115 waiver program. This program includes the STAR+PLUS Home and Community-based Services (HCBS) STAR+PLUS waiver, and the array of services is very similar to that of the CBA program.

Counties in each Medicaid RSA Geographical Region (map provided on page 8)

Medicaid RSA Central

Bell, Blanco, Bosque, Brazos, Burleson, Colorado, Comanche, Coryell, DeWitt, Erath, Falls, Freestone, Gillespie, Gonzales, Grimes, Hamilton, Hill, Jackson, Lampasas, Lavaca, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell, and Washington counties

Medicaid RSA Northeast

Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Houston, Lamar, Marion, Montague, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, Sabine, San Augustine, Shelby, Smith, Titus, Trinity, Upshur, Van Zandt, and Wood counties

Medicaid RSA West

Andrews, Archer, Armstrong, Bailey, Baylor, Borden, Brewster, Briscoe, Brown, Callahan, Castro, Childress, Clay, Cochran, Coke, Coleman, Collingsworth, Concho, Cottle, Crane, Crockett, Culberson, Dallam, Dawson, Dickens, Dimmit, Donley, Eastland, Ector, Edwards, Fisher, Foard, Frio, Gaines, Glasscock, Gray, Hall, Hansford, Hardeman, Hartley, Haskell, Hemphill, Howard, Irion, Jack, Jeff Davis, Jones, Kent, Kerr, Kimble, King, Kinney, Knox, La Salle, Lipscomb, Loving, Martin, Mason, McCulloch, Menard, Midland, Mitchell, Moore, Motley, Nolan, Ochiltree, Oldham, Palo Pinto, Parmer, Pecos, Presidio, Reagan, Real, Reeves, Roberts, Runnels, Schleicher, Scurry, Shackelford, Sherman, Stephens, Sterling, Stonewall, Sutton, Taylor, Terrell, Throckmorton, Tom Green, Upton, Uvalde, Val Verde, Ward, Wheeler, Wichita, Wilbarger, Winkler, Yoakum, Young, and Zavala counties

Changes Affecting Individuals Receiving DADS LTSS

Expansion of the STAR+PLUS program into the Medicaid RSAs will affect individuals currently receiving one or more of the following services through DADS:

- CBA program;
- Title XIX funded Day Activity and Health Services (DAHS) (certain Medicaid types);
- Primary Home Care (PHC) (certain Medicaid types);
- Consumer Managed Personal Attendant Services (CMPAS); and
- Title XX funded programs: Adult Foster Care (AFC), DAHS, Emergency Response Services (ERS), Family Care (FC), Home Delivered Meals (HDM), and Residential Care (RC).

The following summary describes how the STAR+PLUS expansion will affect individuals receiving CBA, DAHS, PHC, CMPAS and Title XX services.

- **CBA program:** DADS will terminate the CBA program due to STAR+PLUS expansion in the Medicaid RSA counties. The CBA waiver termination will be effective the end of the month prior to the STAR+PLUS expansion operational start date. At this time, the STAR+PLUS operational start date of September 1, 2014, is planned and DADS anticipates terminating the CBA waiver effective August 31, 2014. This means that DADS can no longer operate the CBA waiver program in the state of Texas after August 31, 2014. All individuals receiving CBA services and residing in the Medicaid RSA counties will begin receiving STAR+PLUS waiver services through STAR+PLUS MCO network providers on or about September 1, 2014.
- **DAHS:** Most individuals receiving Title XIX DAHS who reside in Medicaid RSA counties will begin receiving DAHS through STAR+PLUS MCO network providers on or about September 1, 2014. With very few exceptions, DADS will not authorize Title XIX DAHS to individuals residing in STAR+PLUS expansion service area counties after August 31, 2014. DAHS providers will continue to provide Title XIX services to individuals receiving 1915(c) Medicaid waiver services in Community Living Assistance and Support Services, Deaf Blind with Multiple Disabilities, Home and Community-based Services, and Texas Home Living (TxHmL) programs.
- **PHC:** In the STAR+PLUS program, PHC is referred to as Personal Attendant Services (PAS) and does not include Community Attendant Services (CAS) or FC. Most individuals receiving Title XIX PHC who reside in the Medicaid RSA counties will begin receiving PAS through STAR+PLUS MCO network providers on or about September 1, 2014. With very few exceptions, DADS will not authorize Title XIX PHC services to individuals residing in STAR+PLUS expansion service area counties after August 31, 2014. DADS will continue to operate CAS and FC in Medicaid RSA counties. PHC providers will continue to provide authorized PHC services to individuals receiving TxHmL waiver services.
- **CMPAS:** Individuals who receive Supplemental Security Income (SSI) or SSI-related Medicaid and receive CMPAS will be enrolled in the STAR+PLUS program effective September 1, 2014; 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 that arrangement is retained. 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.
- **Title XX Services:** Individuals with SSI or SSI-related Medicaid who are enrolled in the STAR+PLUS program are permitted access to Title XX services provided by DADS as long as those services:
 - do not duplicate those in the STAR+PLUS service array or
 - are not through a MCO as a Value-Added service; 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 program, the member will no longer have access to DADS Title XX services that duplicate those available in the STAR+PLUS service array or are provided through a MCO as a Value-Added service.

DADS will continue to operate all Title XX programs. Individuals who do not have SSI or SSI related Medicaid who meet eligibility requirements may receive Title XX services 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 in the Medicaid RSA counties, the CBA program will be terminated. As a result, DADS intends to cancel all CBA contracts. Current DAHS and PHC providers will still be able to deliver and receive payment for Title XX DAHS, CAS, FC, CMPAS, AFC, ERS, HDM, and RC (for non-SSI and non-SSI-related individuals and for CMPAS 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 Medicaid RSA 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 in the Medicaid RSA counties at a future date.

In order to serve STAR+PLUS members in the impacted service areas after expansion, DADS recommends providers 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 currently authorized individuals.

Below is contact information for the MCOs awarded STAR+PLUS contracts for the Medicaid RSAs.

STAR+PLUS MCO Representative Contact Information	
Medicaid RSA CENTRAL Service Area	
Superior	Superior Network Development 1-866-615-9399 ext. 22534 SHP-NetworkDevelopment@centene.com
	Jamey Phillips Provider Relations Manager 512-745-9511 JPhillips@centene.com

United Healthcare Providers	Maria Thompson 714-226-8907 Maria_Thompson@uhc.com
All others	Pamela Cobb 832-500-6451 Pamela_Cobb@uhc.com
Medicaid RSA NORTHEAST Service Area	
Health Spring	Robyn Leland VP, Provider Network Operations 817-554-5553 Robyn.Leland@healthspring.com
	Cindy Forester Administrator, Northeast MRSA 817-554-5627 Cindy.Forester@healthspring.com
	Charissa Garza Provider Contracting Specialist 623-277-1907 Charissa.Conerly@healthspring.com
United Healthcare Providers	Maria Thompson 714-226-8907 Maria_Thompson@uhc.com
All others	Pamela Cobb 832-500-6451 Pamela_Cobb@uhc.com
Medicaid RSA WEST Service Area	
Amerigroup	Arlene V. Salazar, MHA Provider Relations Representative Phone: 210-737-5700 ext. 55711 Fax: 210-737-5717 Arlene.Salazar@amerigroup.com
Superior	Superior Network Development 1-866-615-9399 ext. 22534 SHP-NetworkDevelopment@centene.com

	Denise Herrera MRSA West Provider Relations Manager 1-877-391-5923 ext. 22411 DHerrera@centene.com
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STAR+PLUS MCOs are developing STAR+PLUS expansion provider networks and should have already contacted current DADS LTSS providers operating in Medicaid RSAs to request that the provider contract or amend its current MCO contract to join a prospective STAR+PLUS provider network. LTSS providers that completed the credentialing process and contracted with the STAR+PLUS MCO(s) by April 1, 2014, may be included in the first published MCO provider directories. As providers are contracted they are included in the MCO online directory. 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.

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 DADS website at: www.dads.state.tx.us/providers. Refer to information letters and alerts regarding Managed Care and STAR+PLUS topics.

For more information regarding this expansion, and other managed care initiatives, please refer to the HHSC Medicaid Managed Care Initiatives webpage at: <http://www.hhsc.state.tx.us/medicaid/managed-care/mmc.shtml>.

On June 26th, 2014, a STAR+PLUS provider training will take place in Tyler. For additional details and training dates, check the HHSC News: Meetings and Public Hearings for listings entitled, “STAR+PLUS Trainings” and “STAR+PLUS Transition Contact Information.” If you have questions about a DADS contract please call the Community Services Contracts phone line at 512-438-3550.

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Please let me know if you have general questions about the DADS components of the STAR+PLUS expansion in the Medicaid RSAs, Rhonda Pratt, serves as the lead staff of this matter and can be reached by phone at 512-438-5813 or by email at rhonda.pratt@dads.state.tx.us.

Sincerely,

[signature on file]

Elisa J. Garza
Assistant Commissioner
Access and Intake

[signature on file]

Donna Jessee
Director
Center for Policy and Innovation

STAR+PLUS Medicaid Rural Service Areas (MRSA) (effective September 1, 2014)

