



COMMISSIONER  
Jon Weizenbaum

December 1, 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 -77  
              STAR+PLUS Managed Care Resource Information for Transitioned Community Based  
              Alternatives, Primary Home Care and Day Activity Health Services Providers

The Community Based Alternatives (CBA) program was terminated on August 31, 2014, and individuals receiving CBA services were transitioned to the Home and Community Based STAR+PLUS Waiver program. In addition, individuals receiving Primary Home Care (PHC) – (Personal Attendant Services [PAS]), and Title XIX- Day Activity Health Services (DAHS), with Supplemental Security Income (SSI) or SSI-related Medicaid were also transitioned to the STAR+PLUS program effective September 1, 2014.

Included in this information letter is a compilation of managed care resources to serve as a quick reference guide to providers for the most common resource needs.

**Managed Care Organization Plan Code List**

Plan Code	Plan Name	Service Area
<b>STAR+PLUS</b>		
5A	Amerigroup Texas, Inc.	Lubbock
19	Amerigroup Texas, Inc.	Travis
7P	Amerigroup Texas, Inc.	Harris
34	Amerigroup Texas, Inc.	El Paso
45	Amerigroup Texas, Inc.	Bexar
69	Amerigroup Community Care	Tarrant Exp.
8R	Amerigroup Texas, Inc.	Jefferson
6C	HealthSpring	Tarrant Exp.
H7	HealthSpring	Hidalgo
33	Molina Healthcare of Texas	El Paso
H6	Molina Healthcare of Texas	Hidalgo
46	Molina Healthcare of Texas	Bexar
7S	Molina Healthcare of Texas	Harris
9F	Molina Texas Community Plus	Dallas Exp.
8T	Molina Healthcare of Texas	Jefferson
47	Superior Health Plan	Bexar
86	Superior Health Plan	Nueces
9H	Superior Health Plan Plus	Dallas Exp.
H5	Superior Health Plan	Hidalgo
5B	Superior Health Plan	Lubbock
18	UnitedHealthcare Community Plan	Travis
85	UnitedHealthcare Community Plan	Nueces
7R	UnitedHealthcare Community Plan	Harris
8S	UnitedHealthcare Community Plan	Jefferson
<b>MRSA STAR+PLUS (effective 9/1/14)</b>		
W5	Amerigroup	MRSA West
W6	Superior HealthPlan	MRSA West
N3	HealthSpring	Northeast
N4	UnitedHealthCare	Northeast
C4	Superior HealthPlan	Central
C5	UnitedHealthCare	Central

To address STAR+PLUS managed care contract issues and concerns, CBA, PHC (PAS) and DAHS Long-term Services and Supports providers should contact the appropriate Managed Care Organization (MCO) Provider Relations Contact listed at:

[www.hhsc.state.tx.us/medicaid/managed-care/mmc/provider-relations-contacts.pdf](http://www.hhsc.state.tx.us/medicaid/managed-care/mmc/provider-relations-contacts.pdf).

To address STAR+PLUS member issues and concerns, CBA, PHC and DAHS providers should contact the appropriate MCO Service Coordinator listed below.

### Dedicated MCO Service Coordination Toll Free Lines

Amerigroup	Toll Free SC Line	Extension
Bexar	1-800-589-5274	35764
El Paso	1-877-405-9871	35762
Harris and Jefferson	1-800-325-0011	35760
Lubbock	1-877-405-9872	35763
Tarrant	1-800-839-6275	35761
Medicaid RSA West	1-800-839-6275	35761
Travis	1-800-315-5385	35765
<b>Health Spring</b>	1-877-725-2688	
<b>Molina</b>	1-866-409-0039	
<b>Superior</b>	1-877-277-9772	
<b>United Health Care</b>	1-800-349-0550	

Inquiries can be made to the Maximus Enrollment Broker for member managed care enrollment or to change a MCO at 1-800-964-2777.

Another resource to verify the member's MCO is to call the Texas Medicaid & Healthcare Partnership (TMHP) - Medicaid Automated Inquiry System (AIS) line at 1-800-925-9126.

**NOTE:** *TMHP-TDHConnect – Medicaid Eligibility and Service Authorization Verification (MESAV) application should not be used to verify managed care enrollment.*

### Gap Enrollment Process

In order to notify the Health and Human Services Commission (HHSC) that services have been provided to a STAR+PLUS member who has experienced a gap in managed care enrollment, which may have been caused by loss of Medicaid and later reinstated, please complete and submit Form H2064, *Gap in Enrollment for Medicaid Managed Care Members*, to HHSC at:

[HPO\\_STAR\\_PLUS@hhsc.state.tx.us](mailto:HPO_STAR_PLUS@hhsc.state.tx.us).

The form can be found on the DADS website at: [www.dads.state.tx.us/forms/H2064/](http://www.dads.state.tx.us/forms/H2064/).

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For inquiries regarding SSI, please contact the Social Security Administration at 1-800-772-1213.

If resolution cannot be obtained with the MCO, send an email to the HHSC – managed care complaint email address at: [HPM\\_Complaints@hhsc.state.tx.us](mailto:HPM_Complaints@hhsc.state.tx.us) or call the Medicaid Managed Care Helpline at 1-866-566-8989 (toll-free).

**Additional Resources:**

STAR+PLUS MCO Contract, Uniform Managed Care Manual and Handbook:  
[www.hhsc.state.tx.us/medicaid/managed-care/forms.shtml](http://www.hhsc.state.tx.us/medicaid/managed-care/forms.shtml)

All managed care programs service map with MCO service area:  
[www.hhsc.state.tx.us/medicaid/managed-care/mmc/Managed-Care-Service-Areas-Map.pdf](http://www.hhsc.state.tx.us/medicaid/managed-care/mmc/Managed-Care-Service-Areas-Map.pdf)

If you have general questions about the DADS components of the STAR+PLUS expansion in the Medicaid Rural Service Areas, please contact Rhonda Pratt via email at [rhonda.pratt@dads.state.tx.us](mailto:rhonda.pratt@dads.state.tx.us) or by telephone at (512) 438-5813.

Sincerely,

*[signature on file]*

Donna Jessee  
Director  
Center for Policy Innovation

*[signature on file]*

Elisa J. Garza  
Assistant Commissioner  
Access and Intake