



COMMISSIONER  
Jon Weizenbaum

January 21, 2015

To: Nursing Facility Providers

Subject: Information Letter No. **IL 15-06**  
Medicaid Managed Care: Helping Residents Enroll with a STAR+PLUS Health Plan

Starting March 1, 2015, nursing facility services for most adults ages 21 and older will be provided statewide through the STAR+PLUS Medicaid managed care program. Residents should select a STAR+PLUS health plan by February 6, 2015.

This letter serves as a notice to providers to encourage assisting nursing facility residents with questions they may have about the enrollment process. The attached flyer provides helpful information and resources to support residents in making a choice.

Sincerely,

*[signature on file]*

Donna Jessee  
Director  
Center for Policy and Innovation

Attachment

## Medicaid Managed Care

### Helping Residents Enroll with a STAR+PLUS Health Plan

Starting March 1, 2015, nursing facility services for most adults ages 21 and older will be provided statewide through the STAR+PLUS Medicaid managed care program. **Residents should select a STAR+PLUS health plan by February 6, 2015.**

HHSC's enrollment broker, MAXIMUS, is currently conducting enrollment events in nursing facilities across the state. To support these events and to promote resident choice in selecting a STAR+PLUS health plan, HHSC encourages nursing facility staff to assist residents with questions they may have about the enrollment process. While nursing facility staff may not select a health plan for a resident, the staff can answer questions, provide general information, and encourage residents to choose a STAR+PLUS health plan that best suits their needs by the February 6, 2015, deadline by:

1. **IDENTIFYING HEALTH PLANS:** Inform Medicaid residents which STAR+PLUS health plans are in your geographic area:  
<http://www.hhsc.state.tx.us/medicaid/managed-care/mmc/STARPLUS-MRSA-map.pdf>.
2. **REVIEWING VALUE ADDED SERVICES:** These are sometimes called extra services. All residents received a yellow comparison chart in their enrollment kits, which were mailed November 2014. They can also be found here: <http://www.hhsc.state.tx.us/medicaid/managed-care/mmc/starplus-expansion/>.
  - The yellow comparison chart list each plan's value added services, which are extra services not covered by Medicaid.
  - Review the extra services with residents and discuss which best fits the resident's needs.
3. **ENSURING PCP SELECTION:** Medicaid-only residents (those residents not also enrolled in Medicare) also must choose a primary care physician (PCP).
  - A provider directory was included in enrollment kits for Medicaid-only recipients.
  - Because health plans are continuing contracting efforts with physicians and specialist, they may not be listed in the directory. The most up-to-date directories are available on the health plan websites: <http://www.hhsc.state.tx.us/medicaid/managed-care/mmc/starplus-expansion/august-15-deadline.shtml>.
  - Nursing facilities can also help by encouraging their physicians to contract with the STAR+PLUS health plans in their service area, which will support continuity of residents' care.



4. Individuals who do not have an enrollment kit, or who have misplaced it, can find a sample enrollment kit at: <http://www.hhsc.state.tx.us/medicaid/managed-care/mmc/starplus-expansion/>, or individuals can contact MAXIMUS directly to have questions answered and enroll over the phone by calling 1-800-964-2777.
  
5. **SENDING ENROLLMENT FORMS:** For residents who do not select a health plan, HHSC will select one for them. Residents may opt to change health plans at any time by contacting MAXIMUS. The deadline for selecting a health plan is **February 6, 2015**. Residents may enroll in STAR+PLUS:
  - **By phone:** Call the MAXIMUS facility enrollment line: 1-877-782-6440 or TTY for hearing impaired 1-800-267-5008
  - **By mail:** Mail a completed enrollment form **by February 6, 2015**, to MAXIMUS at P.O. Box 149023/ Austin, TX 78714-9023
  - **By fax:** Fax a completed enrollment form to MAXIMUS at 1-855-671-6038
  - **Online:** <http://www.yourtexasbenefits.com>
  - **In Person:** MAXIMUS will schedule an enrollment event at your facility at your request. Go to <http://www.txmedicaidevents.com>

For additional information on STAR+PLUS:

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