

Medicaid Managed Care

Helping Residents Enroll with a STAR+PLUS Health Plan

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

HHSC is currently holding enrollment events in nursing facilities across the state but residents may still have questions about how to pick and enroll in a STAR+PLUS plan. HHSC encourages nursing facility staff to answer questions residents 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 the STAR+PLUS health plan that best suits their needs by the February 6 deadline. Here are some ways to help:

1. **IDENTIFY HEALTH PLANS:** Use [this map](#) to let residents know which STAR+PLUS health plans are in your geographic area.
2. **REVIEW VALUE-ADDED SERVICES:** These are sometimes called extra services. Every resident received a yellow comparison chart in their enrollment kits, which were mailed in November 2014. Comparison charts and other elements of the enrollment kit can be found on the HHSC [STAR+PLUS Expansion website](#).
 - The yellow comparison charts lists each plan's value-added services, which are extra services provided by the health plan but not covered by Medicaid.
 - Review the extra services with residents and discuss which best fits the resident's needs.
3. **HELP PICK A DOCTOR:** Medicaid-only residents (those residents not also enrolled in Medicare) also must choose a primary care physician or "main doctor."
 - HHSC sent Medicaid-only residents enrollment packets that included provider directories for each available health plan.
 - Not all physicians and specialists will be listed in the provider directories due to ongoing recruiting efforts. The most up-to-date directories are available on the [HHSC website](#).
 - 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. Residents who do not have an enrollment kit, or who have misplaced it, can find a sample enrollment kit on HHSC's [STAR+PLUS Expansion](#) page. Residents also can get their questions answered and enroll over the phone by calling 1-800-964-2777.
5. **SEND 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 calling 1-800-964-2777. The deadline for selecting a health plan is **February 6**. Residents may enroll in STAR+PLUS:
 - By phone: Call 1-877-782-6440 or TTY for hearing impaired 1-800-267-5008.



- By mail: Send a completed enrollment form **by February 6,** to P.O. Box 149023/ Austin, TX 78714-9023.
- By fax: Fax a completed enrollment form to 1-855-671-6038.
- Online: Go to YourTexasBenefits.com.
- In Person: If you'd like, HHSC will arrange to have a STAR+PLUS enrollment event at your facility. Email <mailto:TXMedicaidEvents@maximus.com> to make that request.

For more information on STAR+PLUS, visit the [Expansion of Medicaid Managed Care](#) page on the HHSC website.