Dallas Service Area
Changes for STAR Kids

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Summary of Changes

Effective September 1, 2020

• Children’s Medical Center (CMC) health plan will no longer be a STAR Kids health plan.

• Aetna Better Health of Texas will be the new health plan in the Dallas service area.

• Amerigroup remains a STAR Kids health plan choice in the Dallas service area.
Areas Affected
CMC STAR Kids members received a letter in July with these details.

STAR Kids members with CMC will be automatically enrolled into Aetna on September 1.

No action is needed if you want to be enrolled with Aetna.

Action is needed by August 13 if you would prefer to enroll with Amerigroup on September 1.

Note: You can change plans anytime. August 13 is the deadline for September 1.
Sample of letter sent in July

Subject: Your Health Plan Will Change September 1

Dear <hohName>:

Your health plan, Children’s Medical Center, is leaving your service area. You will be automatically enrolled into Aetna on September 1. Children’s Medical Center will continue to provide you services until you transition to your new plan.

If you prefer, you can choose to enroll with Amerigroup using the instructions below.

You can compare your health plan options.

All health plans must provide you services like doctor’s visits, hospital visits, therapies, specialists, health equipment and health supplies. Some plans offer extra services for their members. We sent a chart with this letter that shows you the extra services Aetna and Amerigroup offer.

The chart also has each health plan’s website and phone number. You might need to find a new doctor. You can check the new plan’s website or call them to see if you can keep your doctor or to find a new doctor.

If you want to enroll with Amerigroup, tell us by August 13. Follow one of the steps below:

- You can go online to www.YourTexasBenefits.com. Log in and go to “Pick Your Health Plan.”
- You can fill out the Medical Enrollment Form that came with this letter. If you use the form, you can mail it to us using the pre-paid envelope we sent. Or fax it to us at 855-671-6038 (toll-free).
- You can call 877-782-6440 (toll-free) 8 a.m. to 6 p.m. Central Time, Monday through Friday.

HHSC has scheduled a presentation for Dallas area membership on Monday, July 27th at 1pm that will provide an overview of the upcoming changes. You can register for that presentation here: https://bit.ly/2YemfTn

Need Help?
If you have questions, call 877-782-6440. If you have a speech or hearing disability, call 7-1-1 or 800-735-2969.
Your Doctors and Services
Continuity of Care

HHSC and the health plans are committed to ensuring continuity of care for members. This means you will continue to get the services you are authorized get.

• CMC and Aetna are working together to share member information.

• HHSC is closely monitoring to make sure children with high risk conditions do not lose care.
Doctors and Specialists

• Aetna will provide all STAR Kids services that CMC provided.
• Aetna is contracting with doctors and specialists to serve STAR Kids families.
• Aetna will allow members to keep getting services with their existing provider (even if that provider has not signed up with Aetna) to ensure continuity of care.

Is my provider with Aetna?

You can check if your provider is signed up or plans to sign up with Aetna by:
• Asking the provider if they are signed up with Aetna for STAR Kids.
• Calling Aetna to check if the provider has signed up at 844-787-5437.
Services and Service Plans

• Services authorized by CMC will continue to be approved for:
  – 90 days.
OR
  – Until the end of the current authorization period.

• Aetna will continue to provide the same level of services as outlined in the member’s current CMC service plan until:
  – The service plan expires.
OR
  – Until a new STAR Kids Screening and Assessment Instrument is completed.
Prior Authorizations

• If Aetna requires a prior authorization for services that CMC did not, Aetna will make sure the services continue for:
  – 90 days.
OR
  – Until the health plan or a provider has assessed the member and issued or denied a new authorization request.
Out-of-Network Providers

• Aetna will pay for an existing out-of-network provider for covered services, equipment and supplies until records and medical information can be sent to an Aetna provider.

• If there is an existing scheduled appointment with an out-of-network specialist for a covered service, and Aetna does not arrange for an earlier appointment with a network provider of the same type, Aetna will authorize and pay for the specialist.
Additional Member Resources

Before September 1, 2020:
• CMC Members in STAR Kids can call the CMC member hotline at 800-947-4969 (toll-free).

After September 1, 2020:
• Aetna members in STAR Kids can call the Aetna member hotline at 844-STRKIDS (844-787-5437) (toll-free).

Anytime:
• Amerigroup members in STAR Kids can call the Amerigroup member hotline at 844-756-4600 (toll-free).

HHSC Website:
• hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/health-plan-changes
Member Complaints

How Do I Submit a Complaint?
• Call your health plan first.
• Your health plan's phone number is on your health plan identification card.

What If I Still Need Help?
• If you've called your health plan and still need help, you can submit your complaint to the Office of the Ombudsman.

For more information, visit: hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/submit-a-complaint
Provider Resources

To join Aetna’s provider network:

- Email: abhtxcredentialing@aetna.com
- Website: aetnabetterhealth.com/texas/providers/join-our-network

For other questions:

- Call Provider Relations at 800-306-8612 (toll-free)
Thank you

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