



TEXAS
Health and Human
Services

TEXAS
STAR+PLUS
Your Health Plan ★ Your Choice

Date
Medicaid EDG: *Case ID*

To the addressee or guardian of:

Name

Address Line 1

Address Line 2

City, State Zip

Re: Your Medicaid Is Changing

**You must pick a health plan by
Aug. 14, 2017**

Dear *Name* or guardian:

You will soon be in the Medicaid STAR+PLUS program.

Starting Sept. 1, 2017, Medicaid Breast and Cervical Cancer clients will get their health care through the Medicaid STAR+PLUS program. With STAR+PLUS, you will get your health services through a health plan you pick. You will also pick a primary care provider or clinic. This is a doctor, nurse or clinic that provides basic medical services, like checkups, and can refer you to a specialist when needed. This letter tells you what steps to take to get started.

What you will get with STAR+PLUS:

You will get all the basic medical services you get now like doctor visits, hospital visits and medicines ordered by your doctor through the medical plan you pick.

Someone with your medical plan (called a service coordinator) will help you get the Medicaid services you need. This person will work with you, your family and your doctors. If you need long-term services, this person can help you set that up too. Long-term services include getting help with daily health care and living needs. These services can be provided in your home.

You must pick a health plan by Aug. 14, 2017.

To help you pick a plan, use the personal worksheet that came with this letter. We also sent a blue chart with this letter. It shows the "value-added" or extra services each plan offers. You can use the chart to compare the services.

You can find other resources to help you pick a health plan at our website: hhs.texas.gov/mbcc.

If you don't pick a health plan and a main doctor or clinic, we will pick one for you.

Follow the next steps to pick your plan.

Step 1 – Pick a health plan

You can pick one of these plans:

- *Plan Name*
- *Plan Name*

Another tool you can use to help pick a plan is the report card we sent with this letter. The report card shows how people in your area rate each plan in general.

Step 2 – Pick your main doctor or clinic

- Find the website and phone number for each health plan on the blue chart.
- Look for your provider's name in the provider listings that came with this letter, on the health plan's website or call the health plan.
- Talk to your provider about joining the health plan you want if they haven't already.

Step 3 – Let us know which health plan and main doctor or clinic you picked

You can let us know one of these ways:

- **Phone** – Call **1-877-782-6440** (toll-free) 8 a.m. to 6 p.m. Central Time, Monday through Friday.
- **Form** – Fill out the Medical Enrollment Form. Sign the form, and return in one of the following ways:
 - **Fax** – Fax all of the Medical Enrollment Form pages back to us at **1-855-671-6038** (toll-free).
 - **Mail** – Send all of the Medical Enrollment Form pages back to us in the pre-paid envelope. We sent the form and envelope with this letter. Please be sure to plan extra time when mailing your forms so that we get them by the Aug. 14, 2017, deadline.
- **In person**
 - You can learn more about STAR+PLUS and get help enrolling. To find out when and where you can get help at an office, see the pink piece of paper that came with this letter or go to www.txmedicaidevents.com.
 - Attend an enrollment event. You can learn more about STAR+PLUS and get help enrolling. To find a list of enrollment events in your area, go to www.txmedicaidevents.com.
- **Home Visit** – If you'd like someone from STAR+PLUS to come to your home

to help you enroll, call **1-877-782-6440** (toll-free) to make this request.

If you change your mind and want a different health plan, call **1-877-782-6440** (toll-free).

If you want to change your primary care provider or clinic, call your health plan after Sept. 1, 2017.

Want to learn more?

Learn more about STAR+PLUS, including upcoming information sessions, at:
hhs.texas.gov/mbcc.

Have questions? We're here to help. Call us toll-free.

Call **1-877-782-6440** 8 a.m. to 6 p.m. Central Time, Monday through Friday. If you have a speech or hearing disability, call **7-1-1** or **1-800-735-2989**.

Reminder: You must pick your health plan and main doctor or clinic (also called a primary care provider) by Aug. 14, 2017, or we will pick one for you.