Your Child Is Switching Medicaid Programs

After adoption or permanency care placement, children with STAR Health must join a different Medicaid program — STAR or STAR Kids.

During this change, they’ll temporarily be covered through fee-for-service Medicaid. This means that Texas Health and Human Services, rather than a health plan, pays directly for your child’s services.

No matter what Medicaid program they’re in, your child can get any medically needed service.

Next Steps:

1. **Tell your child’s main doctor** and other providers they see regularly about this change in coverage. It can be as simple as saying:

   “My child’s coverage is switching from STAR Health to a new Medicaid program. Right now, they’re getting fee-for-service Medicaid.”

2. **Look for mail from Texas Health and Human Services.** You will get a packet with facts about the health plans in your area and how to pick your child’s new STAR or STAR Kids health plan. Read everything carefully.

   If you don’t pick a health plan for your child, one will be chosen for them.

3. **Call Texas Health Steps at 1-877-THSTEPS (1-877-847-8377) for a case manager.**

   Texas Health Steps is a program that ensures children in Medicaid get the services they need. If your child gets services like private duty nursing or specialized therapies, they can help ensure there are no gaps in services.

**Need Help?** Call the HHS Ombudsman’s Office at 866-566-8989 or visit them online: [hhs.texas.gov/ombudsman](http://hhs.texas.gov/ombudsman).