



## TEXAS HEALTH AND HUMAN SERVICES COMMISSION

Dear Provider,

The people you serve who are covered by both Medicare and Medicaid may have recently received letters telling them about their enrollment in a new STAR+PLUS Medicare-Medicaid Plan (MMP). These new MMPs blend a person's Medicare and Medicaid benefits into one plan.

In the Texas Dual Eligibles Integrated Care Demonstration Project, also known as the Dual Demonstration, people with dual coverage will continue to have access to all the same benefits they are eligible for under Medicare and Medicaid, plus access to extra benefits offered by the MMPs. The Dual Demonstration also connects each person with a service coordinator, who will complete a comprehensive assessment and care plan and work with the dual eligible member and providers to coordinate healthcare services.

Additionally, there are people available to answer questions about the Dual Demonstration.

- People with dual eligible coverage can call the **STAR+PLUS helpline** at **877-782-6440** to choose a health plan under the Dual Demonstration. If they prefer to not participate in the Dual Demonstration, they should call this same number and request to opt out.
- People who need help or information about local resources or programs can call **2-1-1** to learn about health and human services in their community, including information on the location and phone number of local agency offices.
- If someone wants free advice about their health insurance coverage, they can call the **State Health Insurance Assistance Program** at **1-800-252-3439**. They can call Monday to Friday, 8 a.m. to 5 p.m. Central Time.

A person who has dual eligible coverage has the right to decide whether or not to participate in the Dual Demonstration. Only the person with coverage or their authorized representative can call the STAR+PLUS helpline to sign up with an MMP or to opt-out.

If a dual eligible member or their authorized representative has a complaint about their enrollment into an MMP or about access to services through the MMP, they should call the **Health and Human Services Commission (HHSC) Ombudsman** at **1-866-566-8989** to discuss the concern.