



COMMISSIONER
Chris Traylor

July 29, 2011

To: Community Based Alternatives Providers
Consumer Directed Services Agencies
Day Activity and Health Services Providers
Primary Home Care Providers
Client Managed Personal Attendant Services Providers

Subject: Information Letter No. 11-89
Updated Information: Expansion of the STAR+PLUS Program in the Harris and Jefferson County Service Areas

The purpose of this letter is to provide an update to Information letter 11-08 on the expansion of the STAR+PLUS program in the Harris, Bexar, Nueces, Travis, and Jefferson county service areas beginning September 1, 2011.

Harris and Jefferson Service Area Operations - Evercare Enrollment Suspension

In the Harris and Jefferson county service areas, the Texas Health and Human Services Commission (HHSC) has placed Evercare on an enrollment suspension. While Evercare's enrollment is suspended, members who are enrolled in Medicaid managed care residing in the Harris and Jefferson county service areas will be enrolled in Amerigroup or Molina. HHSC will re-evaluate Evercare's enrollment suspension later this fall.

Impact of Evercare Enrollment Suspension: STAR+PLUS Enrollment

As a result of the Evercare enrollment suspension, members enrolled in Medicaid managed care residing in the Harris and Jefferson county service areas who previously selected Evercare as their managed care organization (MCO) to begin on September 1, 2011, will be transferred to Amerigroup or Molina. Current STAR+PLUS members of Evercare will continue to receive their services the same way they do currently.

Impact of Evercare Enrollment Suspension: DADS Long-term Services and Supports (LTSS) Individuals

Individuals receiving Supplemental Security Income (SSI) or SSI-related Medicaid who are enrolled in the STAR+PLUS program include those currently authorized by the Department of Aging and Disability Services (DADS) to receive Community-based Alternatives (CBA) waiver services, Client-Managed Personal Assistance Services (CMPAS), Primary Home Care (PHC), and Title XIX Day Activity and Health Services (DAHS). As a result of the Evercare enrollment suspension, members residing in the Harris and Jefferson county service areas who selected long-term services and supports (LTSS) providers that only contracted with Evercare will need to select LTSS providers who have contracted with Amerigroup or Molina.

Impact of Evercare Enrollment Suspension: DADS LTSS Providers

STAR+PLUS MCOs contract with LTSS providers, authorize LTSS directly, and pay their network providers directly. As a result, MCO requirements for executing contracts, documenting service delivery, and billing for delivered services may be different from those of DADS. In previous STAR+PLUS communications, DADS recommended that any current LTSS provider in the Harris and Jefferson county service delivery areas contract with all MCOs providing STAR+PLUS services in those areas. Any current LTSS providers that contracted with Evercare, but did not contract with Amerigroup or Molina, will be impacted by the Evercare enrollment suspension.

Providers currently in the process of contracting with Evercare, may want to complete the process in order to be able to provide services if the enrollment suspension is lifted. Providers may call Evercare for more information at 1-888-303-6162.

STAR+PLUS Provider Communications

DADS has a link to the HHSC STAR+PLUS Expansion website on each provider web page for those programs impacted by the STAR+PLUS expansion project. DADS will continue to publish information regarding the transition of the CBA 1915(c) waiver, CMPAS, PHC, and DAHS programs into the STAR+PLUS program on these websites.

For general information about the STAR+PLUS program, please refer to the HHSC STAR+PLUS website at <http://www.hhsc.state.tx.us/starplus/Overview.htm#top>.

STAR+PLUS Contact Information

If you have questions regarding the Evercare enrollment suspension, please contact HHSC-Managed Care Operations via email: ManagedCare_Exp2011@hhsc.state.tx.us

The HHSC staff monitoring the e-mail box will ensure all incoming communications are forwarded to the appropriate staff for resolution.

If you have general questions about the components of DADS operations impacted by the STAR+PLUS expansion project, please contact Rhonda Pratt via e-mail at rhonda.pratt@dads.state.tx.us or telephone at (512) 438-5813.

Sincerely,

[signature on file]

Teresa Richard
Director
Center for Policy and Innovation

TR:cp