

State Medicaid Managed Care Advisory Committee MCO Request Due July 2, 2015

At the last State Medicaid Managed Care Advisory Committee, a subcommittee was informed to investigate barriers of the use of STAR+PLUS managed care organizations (MCOs) information lines (phone trees). The subcommittee is interested in STAR+PLUS MCO's member helplines, but may be interested in MCO's provider helplines as well. Some of the committee members expressed concerns that STAR+PLUS members experienced difficulty when calling their MCO for help. For example, a member may have to go through too many automated options to get to a live person.

The subcommittee invites a representative from each STAR+PLUS MCO to appear before the next committee meeting to explain and demonstrate the use of their system. The Health and Human Service Commission request a representative from each STAR+PLUS MCO attend to explain the different options on their member and provider helplines and be ready to demonstrate use of their helplines if needed.

The meeting will be held on July 6, 2015, beginning at 1:30 p.m. It will be held in the Brown-Heatly Public Hearing room located at 4900 N. Lamar Blvd., Austin, Texas, 78751.

Please send the name of the person representing your MCO as with any presentations or handouts to Charles Bredwell at: charles.bredwell@hhsc.state.tx.us by COB July 2, 2015.