

Return Mail

The Health and Human Services Commission (HHSC) a new process that will help ensure that Former Foster Care Children (FFCC) and Medicaid for Transitioning Foster Care Youth (MTFCY) members do not lose their Medicaid eligibility due to the Office of Eligibility (OES): receiving returned mail.

Medicaid members are required to ensure their current address is on file with OES. However, the unique issues facing foster care and former foster care populations, such as homelessness, lack of a support system, and acute behavioral health issues make it even more difficult to obtain current addresses. Most of these members are enrolled in the STAR Health program. However, FFCC and MTFCY members have the option to enroll in a STAR plan through age 21, and are mandatorily enrolled in a STAR plan from age 21 through 26.

Effective July 1, 2015, HHSC will begin using the following process to ensure that these members do not experience a gap in eligibility when their address is inaccurate and OES receives returned mail:

1. The managed care organization (MCO) contact listed in the chart below will receive an email from the [HPO Star Plus@hhsc.state.tx.us](mailto:HPO_Star_Plus@hhsc.state.tx.us) email box. This inbox is currently used for other program eligibility inquires, and is monitored by the Operations Coordination team.
2. The MCO will have five days to respond. The response should include either a known address for the member in question, or confirmation that the member is currently continuing to access healthcare services within the service area. The MCO may use claims data or provider input to confirm this information. (For example: The member's service coordinator speaks to the primary care physician, who is able to provide the member's most recent address on file. Or, the member has been picking up their prescription from the same local pharmacy.)
3. If a current address cannot be determined, the MCO must flag the member to obtain an address at the next possible contact. For example: The member calls the hotline for assistance. The representative may take their address and forward it to the above email box upon receipt.
4. Responses received from the MCO within the designated timeline will be forwarded to OES. OES will then update their information as advised, and will not terminate the member's eligibility.

If there are questions about the process, or updates to the MCO contacts chart, please contact Rebecca Alejandro at: Rebecca.Alejandro@hhsc.state.tx.us.

MCO Name	Primary Contact	Secondary Contact
Aetna	Name/Title: Angela Mckinney Phone: Email: MckinneyA@AETNA.com	Name/Title: Elizabeth Dunbar, Manager Phone: 302-894-6805 Email: DunbarE@aetna.com
Amerigroup	txregsvcs@amerigroup.com	

El Paso First	Name/Title: Edgar Martinez, Director of Member Services Phone: 915-298-7198 ext. 1064 Fax: 915-532-2286 Email: edmartinez@epfirst.com	Name/Title: Antonio Medina Phone: 915-298-7198 ext 1034 Fax: 915-532-2286 Email: amedina@epfirst.com
FirstCare	Name/Title: Clara Holleyman, RN, BSN, MHSM Phone: 254-761-5807 Fax: 254-761-5828 Email: cholleyman@firstcare.com	Name/Title: Kim Tippen, Senior Vice Programs Phone: 254-761-5801 Fax: 254-761-5828 Email: ktippen@firstcare.com
MCNA	eligibility@mcna.net	Name/Title: Rekishia Moore, Eligibility Phone: 800-494-6262 ext 152 Fax: 954-364-8530 Email: rmoorere@mcna.net
Molina	mht_enrollment@molinahealthcare.com	DeliveryTX@molinahealthcare.com
Parkland	eligibility@phhs.org	
Scott & White	Name/Title: Tamara C. Campbell, Manager Member and Community Affairs, Medicaid Phone: 254.298.6097 Fax: 254.298.3012 Email: tccampbell@sw.org	Name/Title: Cindy Jorgensen, Director Phone: 254-298-3134 Fax: No Fax Email: cjorgensen@sw.org
Sendero	Name/Title: Tierra Thomas, Manager of Vendor Relations Phone: 512-978-8115 Fax: 512-901-9704 Email: tierra.thomas@senderohealth.com	Name/Title: Connie McFadden, Director Phone: 512-978-8134 Fax: 512-901-9704 Email: connie.mcfadden@senderohealth.com
Seton	SHP-Operations@seton.org	Name/Title: Angie Gomez, Client Services Phone: 512-324-3353 Fax: 512-380-7545 Email: angomez@seton.org
Superior	SHPEligibility@centene.com	Name/Title: Veronica LaDuc, Director Phone: 512-692-1465 ext 42129 Email: vladuc@centene.com
Texas Children's Health Plan	Name/Title: Kristen Cover, Director of Marketing, Communications and Customer Services Phone: 832-828-1304 Fax: 832-825-8730 Email: klcover@texaschildrens.org	Name/Title: Anna Mateja, VP/CFO Phone: 832-828-1020 Fax: 832-825-8725 Email: aemateja@texaschildrens.org
United Healthcare	UHCtxenrollment@uhc.com	