

Molina Healthcare – Your trusted STAR+PLUS Partner for the past 18 years



STAR+PLUS Realignment Frequently Asked Questions

What will happen with members who are enrolled with a MCO that is exiting a service area?

- Members can choose to move to another MCO between now and September. If the member does not make a choice, HHSC will assign the member to a MCO serving that service area in September.

How does a member notify HHSC of their choice of MCO to make the change now or in the future?

- The member can make the change by logging into their account on **YourTexasBenefits.com** or by calling the Texas Enrollment Broker at **800-946-2777**.

Will I have to request new authorizations for a member that is moving to another plan?

- No, all open authorizations from the member's previous MCO will be automatically transferred to Molina. A letter will be sent to the provider with the authorization information. This information will also be available on Molina's provider portal. However, if the authorization has expired, a new request will be required. Claims for dates of service on or after September 1, 2024 should be submitted to Molina with the new authorization number.

How will a member's continuity of care be addressed?

- A member's existing service plan from the previous MCO will be honored for up to six months or until Molina completes all required assessments and develops a new service plan

Are the MCOs serving STAR+PLUS Service Area changing with the new STAR+PLUS Contract that is effective September 1, 2024?

- Yes, the MCOs serving the following services areas are changing with the new STAR+PLUS Contract: Bexar, Dallas, El Paso, Harris, Hidalgo, Jefferson, Nueces, Tarrant and Travis

Service Area	Current MCOs in Service Areas	MCOs in Service Area effective 9/1/2024
Bexar	<ul style="list-style-type: none"> Molina Healthcare Superior Amerigroup - Exiting 	<ul style="list-style-type: none"> Molina Healthcare United - New Community First - New
Central Texas	<ul style="list-style-type: none"> United Superior 	<ul style="list-style-type: none"> United Superior
Dallas	<ul style="list-style-type: none"> Molina Healthcare Superior 	<ul style="list-style-type: none"> Molina Healthcare Superior United - New
El Paso	<ul style="list-style-type: none"> Molina Healthcare Amerigroup - Exiting 	<ul style="list-style-type: none"> Molina Healthcare El Paso Health - New
Harris	<ul style="list-style-type: none"> Molina Healthcare United Amerigroup - Exiting 	<ul style="list-style-type: none"> Molina Healthcare United Community Health Choice - New
Hidalgo	<ul style="list-style-type: none"> Molina Healthcare Superior 	<ul style="list-style-type: none"> Molina Healthcare United - New Superior
Jefferson	<ul style="list-style-type: none"> Molina Healthcare United - Exiting Amerigroup 	<ul style="list-style-type: none"> Molina Healthcare Amerigroup
Lubbock	<ul style="list-style-type: none"> Superior Amerigroup 	<ul style="list-style-type: none"> Superior Amerigroup
Northeast	<ul style="list-style-type: none"> Molina Healthcare United 	<ul style="list-style-type: none"> Molina Healthcare United
Nueces	<ul style="list-style-type: none"> Superior United - Exiting 	<ul style="list-style-type: none"> Superior Amerigroup - New
Tarrant	<ul style="list-style-type: none"> Molina Healthcare Amerigroup - Exiting 	<ul style="list-style-type: none"> Molina Healthcare United - New
Travis	<ul style="list-style-type: none"> United Amerigroup - Exiting 	<ul style="list-style-type: none"> United Superior - New
West Texas	<ul style="list-style-type: none"> Superior Amerigroup 	<ul style="list-style-type: none"> Superior Amerigroup

