Nursing Facility Transition to STAR+PLUS

Information posted February 6, 2015

Issue
In preparation for March 1, 2015, transition of Nursing Facility Services to STAR+PLUS Managed Care, the Health and Human Services Commission (HHSC) has been strongly encouraging clients and their families to make an active choice of a Managed Care Organization (MCO). As a result of a systems error, 9,731 Nursing Facility residents who made a choice of MCO were inadvertently enrolled into STAR+PLUS effective February 1, rather than March 1, 2015. (Please note that not all Nursing Facility residents who made a choice were enrolled; only a subset of those who made a choice enrolled in with an MCO).

This error does not and will not impact a Medicaid resident's ability to receive Nursing Facility services. To mitigate potential risk of interrupting Medicaid-covered acute care and pharmacy services, the 9,731 individuals who were prematurely enrolled in managed care will remain in STAR+PLUS. This approach also ensures that for those residents who actively chose a health plan, that choice will be honored. HHSC’s priority is to ensure Nursing Facility residents’ access to services is not disrupted as a result of this error.

HHSC has confirmed that all necessary client information has been processed by the MCOs and has been provided to their contracted Pharmacy Benefit Manager (PBM). Any rejected prescription claims should be resubmitted to the correct MCO for payment using the correct billing information on the Pharmacy Assistance Chart at TxVendorDrug.com/claims/managed-care.shtml. The Assistance Chart also includes contact information for each plan.

For questions related to eligibility, enrollment or other technical items, contact the HHSC Command Center at ManagedCareExpansion2015@hhsc.state.tx.us.

NURSING FACILITY BILLING
Although the TMHP TexMedConnect MESAV system currently reflects enrollment for these individuals in managed care as of February 1, 2015, this does not impact Nursing Facility billing for Nursing Facility services. All claims for Nursing Facility services should continue to be billed to Texas Medicaid & Healthcare Partnership (TMHP) Long Term Care either through TexMedConnect or electronic data interchange (EDI) and will continue to be reimbursed under the fee-for-service (FFS) model for dates of service prior to March 1, 2015.

HHSC is working with the Medicaid eligibility system of record staff and the Medicaid enrollment broker to analyze the cause and confirm no additional impacts.

For questions related to FFS billing, contact TMHP at: 1-800-626-4117, Option 1.