The Health and Human Services Commission (HHSC) is notifying stakeholders that STAR+PLUS enrollment packets were erroneously sent to individuals in an intellectual and developmental disability (IDD) waiver who have Medicare and Medicaid (referred to as dual eligible). Additionally, some individuals were enrolled into STAR+PLUS in error. Dual eligible individuals in an IDD waiver are excluded from STAR+PLUS.

HHSC is aware of the error and wanted to let stakeholders know that these individuals will not be enrolled into STAR+PLUS. For those who were enrolled in error, HHSC is working on dis-enrolling those individuals from STAR+PLUS. Please direct individuals, or those helping them, who may have been affected and have concerns to call the enrollment broker helpline at 1-877-782-6440.

The individuals who got the letters by mistake receive services through one of these waivers:

- Home and Community-based Services (HCS)
- Community Living Assistance and Support Services (CLASS)
- Deaf Blind with Multiple Disabilities (DBMD)
- Texas Home Living (TxHmL)

We apologize for any inconvenience this may have caused.