

All MCOs & DMOs: Updated COVID-19 FAQs – April 23

Background:

HHSC has been receiving questions from MCO and DMOs related to COVID-19 and is posting and updating an FAQ to TexConnect on a regular basis.

Key Details:

See attached for the updated COVID-19 FAQ. Below is a summary of the new information added to the FAQs:

- Appeals and Fair Hearings
 - This is a new section.
- CHIP Co-Pays
 - The answer to question #1 was updated to reflect the next extension date.
- Interest Lists and Eligibility
 - The answer to question #1 was updated to reflect the next extension date.
- Provider Billing and Reimbursement
 - This is a new section.
- Table: Issued MCO Information Regarding COVID-19
 - This table has been updated to include titles and dates of all the MCO Notices posted in TexConnect that provide guidance in response to COVID-19.

This new information is also italicized in the FAQ.

Additional Information:

MCO COVID-19 questions can be directed to: MCO_COVID-19_Inquiries@hhsc.state.tx.us.

Resource:

MCOs FAQs COVID-19 Version 9 Final (Attached)

Contact:

MCO_COVID-19_Inquiries@hhsc.state.tx.us

STAR Kids, STAR+PLUS: COVID-19 Guidance: STAR Kids Age-Outs that Transitioned on April 1, 2020

Background:

On April 1, 2020, members who aged-out of STAR Kids in March 2020 transitioned to STAR+PLUS.

To comply with House Resolution (H.R.) 6201 (116th Congress, 2019-2020; Public Law No: 116-127), STAR+PLUS MCOs are required to ensure that these members may receive services at the same amount, duration and scope as permitted in STAR Kids for the duration of the public health emergency. For example, MCOs must provide attendant care and nursing services at the same amount, duration and scope.

It is understood that in STAR+PLUS the names and coding for these services may be different from STAR Kids services. The experience for the individual should not differ.

Additionally, the individual continues to be eligible for all services available as if they were still covered under the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) - Comprehensive Care Program.

Key Details:

For this group, MCOs must:

- Extend STAR Kids individual service plans and service authorizations, including for the Medically Dependent Children Program (MDCP), in alignment with HHSC guidance on service plan and authorization extensions and face to face requirements for COVID-19 response (currently effective through May 31, 2020).
- Ensure providers can be reimbursed for these members (either through automated systems or manual processing of claims) and can provide members the same level of service as they were receiving prior to turning 21, as needed.
- Outreach to impacted members in the STAR+PLUS Home and Community-Based Services program and inform them they will continue to receive MDCP and Medicaid State Plan services as they had previously for the period specified by HHSC (currently effective through May 31, 2020).
- If the member has a change in condition or a need is identified for an MDCP waiver service not available in STAR+PLUS or STAR+PLUS Home and Community Based Services (HCBS), the MCO must work with HHSC to ensure the member is able to receive the service.

In addition, HHSC will work with the STAR+PLUS MCOs to ensure payment for services that exceed the STAR+PLUS service array and cost cap. Additional information about this process is forthcoming.

- *For payment issues*, please contact Program Enrollment Support (PES) using the subject line "Age-Outs to S+P 4/1/2020":
ManagedCareEligibilityEnrollment@hhsc.state.tx.us

- *For clinical issues*, please contact Utilization Review (UR) using the subject line "Age-Outs to S+P 4/1/2020": [HHSC UR High Needs CCR@hhsc.state.tx.us](mailto:HHSC_UR_High_Needs_CCR@hhsc.state.tx.us)

Additional Information:

HHSC has confirmed there are no encounter edits that will reject as a result of members over 21 receiving PDN or MDCP services in STAR+PLUS. HHSC will provide STAR+PLUS plans with a list of impacted clients.

Contact:

[MCO COVID-19 Inquiries@hhsc.state.tx.us](mailto:MCO_COVID-19_Inquiries@hhsc.state.tx.us)