

## Therapy services monitoring

**Summary:** The Texas Health and Human Services Commission (HHSC) Quality and Program Improvement Section requires all managed care organizations to maintain comprehensive information regarding therapy services provided to CHIP, STAR, STAR+PLUS and STAR Kids members.

Amerigroup requires that you report to Provider Services if you are experiencing one or more of the following situations when treating members enrolled in CHIP, STAR, STAR+PLUS or STAR Kids. Please contact Provider Services if you are:

- Unable to treat the patient at the frequency you assessed when developing the treatment plan.
- Not able to provide appropriate services to meet patient needs.
- Not accepting new patients.
- Creating a waitlist for evaluation of services.

### What if I need assistance?

If you have questions about this communication or need assistance, please contact your local Provider Relations representative or Provider Services at 1-800-454-3730.

<https://providers.amerigroup.com>

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.