

STAR+PLUS long-term services and supports update

Summary of change: The Texas Health and Human Services Commission (HHSC) has started the Affordable Care Act managed care organization (MCO) long-term services and supports (LTSS) provider enrollment process. The LTSS providers we are targeting for this notification:

- Are assigned Atypical Provider Identifiers (APIs) by HHSC.
- Do not have active Texas Provider Identifiers for the same provider type when billing the Texas Medicaid & Healthcare Partnership for acute care services.
- Do not have active Texas Department of Aging and Disability Services Medicaid contracts.

HHSC has requested us to contact you, as an LTSS provider, to inform you that the following information is effective the beginning of May 2017:

- All providers assigned an API must complete the MCO LTSS provider enrollment process with the HHSC no later than January 1, 2018. Providers not enrolled by the deadline may be disenrolled from the MCO LTSS program.
- Providers may obtain an application by submitting a request to mco_ltss_provider_re-enrollment@hhsc.state.tx.us. The request must include the provider's business name, TIN and NPI. Questions or concerns may also be submitted to this email box.
- Additional information regarding the MCO LTSS enrollment process can be found at <https://hhs.texas.gov/texas-medicaid-ltss-provider-re-enrollment-instructions>.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services toll free at 1-800-454-3730.

Provider Relations representative	Assigned territory	Phone number
Kristal Babino	Jefferson service area	1-877-325-0011, ext. 55684
Judith Mann	Lubbock/Amarillo service area	1-877-325-0011, ext. 54803
Deidre Haynie	Tarrant service area (Denton, Wise, Parker and Hood Counties)	1-800-589-5274, ext. 55817
I'Esha Hudson-Buggs	Tarrant service area (Tarrant and Johnson Counties)	1-800-589-5274, ext. 57793
Jennifer Pena	Bexar/Travis service area	1-800-589-5274, ext. 55381
Maribel Martinez	El Paso service area	1-877-405-9871, ext. 59624
Eric Preston	Harris service area	1-800-325-0011, ext. 55446
Nancy Belcher	Medicaid Rural Service Area West	1-800-589-5274, ext. 52317

The information in this update may be an update or change to your provider manual. Find the most current manual at <https://providers.amerigroup.com/TX>.

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.