

# TAHP Supports HB 3571/SB 1695

Allow MCOs to Provide Eligibility Assistance

**What's happening:** As the Medicaid unwinding begins, managed care organizations (MCOs) are hard at work assisting Medicaid families with their eligibility renewals. But a new Case Assistance Affiliate program launched during the pandemic allows managed care plans to help Texans navigate renewal challenges during the Medicaid unwinding.

**What's next:** HB 3571 by Rep. Rose and SB 1695 by Sen. Blanco make the Case Assistance Affiliate program permanent, which can help permanently address state workforce challenges at HHSC and help Texans who lack access to or are unfamiliar with eligibility verification documents.

## Case Assistance Affiliates Can Help:



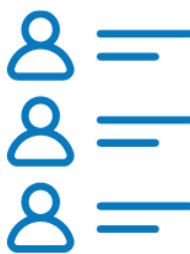
Access the  
**YourTexasBenefits**  
eligibility website



Reset passwords



Navigate the  
redetermination  
application



Update contact  
information

**How it works:** The new Case Assistance Affiliate program is an enhanced version of the existing [Community Partner Program](#), which connects Texans applying for benefits with community-based organizations that can assist with the application.

The Case Assistance Affiliates program provides additional assistance to existing Medicaid families to manage their benefits outside of HHSC eligibility offices, either online or in person.

Medicaid managed care plans and dental contractors are in a unique position to access member information to guide members through the redetermination process, ensuring Texans continue to have access to needed health care benefits.