



TEXAS
Health and Human
Services

STAR+PLUS Default Plan

Program Enrollment and Support

Introduction



Program Enrollment and Support developed a modified default plan to support the new STAR+PLUS contracts that become operational beginning September 1, 2024. A modified default process is necessary to distribute members under the new contracts.

Nine of our 13 Service Areas (SAs) will have changes in plans.

Our standard default process is based on three months of choice enrollment along with a value-based component.

Due to the varying enrollment situations across the SAs, the modified default process was developed at the service area level.

Member Notification



The Enrollment Broker will mail notices to members who reside in an SA with plan changes in September 2024. These notices will be mailed in early March 2024. Reminder letters will mail in early June 2024.

- If the member's current plan remains available, notices state that if you wish to remain enrolled with your current plan no action is necessary.
- Members enrolled in a plan that is leaving the area will be defaulted into a plan on July 15, 2024, if they do not choose a plan.

Members can choose a plan by logging into www.yourtexasbenefits.com, responding to the notice they receive, or calling the Enrollment Broker at 800-964-2777.

Default Process Overview



- If a member is enrolled in a plan that will exist as of September 1, 2024, they will not have to take any action to remain in their current plan. Members whose plan is leaving and do not make a choice selection will be defaulted into a plan at July cutoff.
- HHSC designed a process that enrolls members as evenly as possible without disrupting enrollment for current members if their plan remains available and they do not want to select another plan.
- For the purposes of this process, HHSC considers an even membership distribution to be one that varies less than 500 total members per MCO in the SA.
- The modified process will be used for a maximum of 12 months.
- Once even enrollment distribution is achieved in an SA the standard default process will resume. If even enrollment is not reached after 12 months, the standard default process will resume with September 2025 enrollments.
- Should even enrollment occur and sufficient data is not available for the standard default, the default pool will be split evenly across the plans in the SA. The standard process will resume as soon as three months of choice data becomes available.

Modified Default Process

HHSC divided the SAs into three groups:

- *Group 1 – SAs where HHSC estimates it is possible to enroll total members evenly across MCOs in the SA September 1 - **Bexar, Jefferson, MRSA Central, Tarrant***
- *Group 2 – SAs with **three** MCOs and HHSC estimates even enrollment is not possible beginning September 1– **Harris, Dallas, Hidalgo***
- *Group 3- SAs with **two** MCOs and HHSC estimates even enrollment is not possible September 1 – **El Paso, Lubbock, MRSA Northeast, MRSA West, Nueces, Travis***



Group One Modified Default Process

- **Group 1 – SAs where HHSC estimates it is possible to enroll total members evenly across MCOs in the SA September 1- Bexar, Jefferson, MRSA Central, Tarrant**
 - In these SAs estimate we will begin with even enrollment across all plans in each SA on the operational start date.

Exiting Plan		New Plan			
SA	Bexar	Jefferson	MRSA Central	Tarrant	
Current	Amerigroup	Amerigroup	Superior	Molina	
	Molina	Molina	UHC	Amerigroup	
	Superior	UHC	-	-	
September '24	UHC	Amerigroup	Superior	UHC	
	Community First	Molina	UHC	Molina	
	Molina	-	-	-	



Group One Modified Default Process

- In these SAs, HHSC estimates enough members will exist to distribute across the MCOs on the operational start date, resulting in estimated variances in enrollment numbers at or below 500 members in each SA.
- Enrollment Broker will attempt to distribute members evenly across plans in each SA included in group one for September 2024 enrollment.
- There are no changes occurring in the MRSA Central SA, which allows the standard default process to resume for October 2024 enrollments.
- The remaining SAs in Group 1 have new MCOs entering their area and standard default processes will not resume until December 2024 enrollments, when three months of choice data will be available.
 - This results in the October and November 2024 default pool to be split evenly across all plans in the SA.



TEXAS
Health and Human
Services

Group Two - Modified Default Process

- *Group 2 – SAs with three MCOs and even enrollment is not possible beginning on operational start date – Harris, Dallas, Hidalgo*

	Exiting Plan		
	New Plan		
SA	Dallas	Harris	Hidalgo
Current	Molina	Amerigroup	Molina
	Superior	Molina	Superior
		UHC	
September '24	Molina	Community Health Choice	Molina
	Superior	Molina	Superior
	UHC	UHC	UHC



Group 2 Modified Default Process

Group 2 is split into two different scenarios.

- Scenario 1 – Harris - The default pool be split between the two MCOs with lowest enrollment (Community Health Choice and Molina). HHSC estimates Molina and Community Health Choice will begin with even enrollment and continue to split the default pool until even enrollment between the three plans exists, or a period of 12 months, whichever comes first.
- Scenario 2 - Dallas and Hidalgo - Default members will be assigned to the MCO with the lowest enrollment (UHC) until enrollment reaches the MCO with the second most enrollees, which is currently Superior in Dallas and Molina in Hidalgo. Default members will continue to be split between the two MCOs with the lowest enrollment until the SA is evenly distributed, or for 12 months from the operational start date, whichever comes first.



Modified Default Process

- *Group 3- SAs with two MCOs and even enrollment is not possible – El Paso, Lubbock, MRSA Northeast, MRSA West, Nueces, Travis*

Exiting Plan						
New Plan						
SA	El Paso	Lubbock	MRSA NE	MRSA West	Nueces	Travis
Current	Molina	Superior	UHC	Superior	UHC	UHC
	Amerigroup	Amerigroup	Molina	Amerigroup	Superior	Amerigroup
September '24	El Paso	Superior	UHC	Superior	Amerigroup	UHC
	Molina	Amerigroup	Molina	Amerigroup	Superior	Superior



Group 3 Modified Default Process

- Default members will be assigned to the MCO with the fewest enrollees until evenly distributed, or for 12 months from the operational start date, whichever comes first.
- If even distribution is reached prior to three months of choice data's availability, members will be split evenly between the two MCOs until the data is available.



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Thank you!

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