



TEXAS HEALTH AND HUMAN SERVICES COMMISSION

CHARLES SMITH
EXECUTIVE COMMISSIONER

Memorandum

To: Managed Care Program Oversight
Enrollment Resolution Services
Program Support and Utilization Review
Managed Care Organizations

From: Cathryn Horton
Director, Program Support and Utilization Review
Medicaid/CHIP Division

Michelle Erwin
Director, Program Management
Medicaid/CHIP Division

Subject: Update to the STAR+PLUS Handbook, Section 3632.2,
Denial/Termination Due to Residence in a Nursing Facility

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This memorandum applies to STAR+PLUS and STAR+PLUS Home and Community Based Services (HCBS) waiver (SPW) program operated by a managed care organization (MCO) or a Medicare-Medicaid Plan (MMP).

Effective with this memorandum, the Health and Human Services Commission is changing the process for SPW denials of a member who resides in a nursing facility. Currently, the Program Support Unit (PSU) closes the enrollment once a member has resided in a nursing facility for longer than four months.

The new process for members residing in a nursing facility is as follows:

- For members enrolled in STAR+PLUS, the enrollment remains open while a member resides in a nursing facility.

- For members enrolled in the SPW, the MCO or MMP notifies PSU within 14 calendar days following the 90th day that the member is not returning to the community when a member resides in a nursing facility for 90 days or more. The MCO sends this notice to the PSU by posting Form H2067-MC, STAR+PLUS Communications, in TexMedCentral.
- The PSU denies SPW services by the end of the month in which the 90th day occurred by:
 - sending the member Form H2065-D, Notification of STAR+PLUS Program Services;
 - posting the form on TxMedCentral in the MCO or MMP's SPW folder, following the instructions in STAR+PLUS Handbook, Section 5110 TxMedCentral Naming Convention and File Maintenance;
 - sending to Medicaid for the Elderly and People with Disabilities (MEPD) Form H1746A, MEPD Referral Coversheet, and a copy of the Form 2065-D, for Medical Assistance Only SPW members; and
 - uploading Forms H2065-D and H1746A to HEART.

Note: Once a denial is complete, if a member decides to discharge from the nursing facility, the member would be directed to pursue Money Follows the Person, if eligible.

If you have any questions regarding this memorandum, you may contact Betsy Johnson, at 512-462-6286 or at betsy.johnson@hpsc.state.tx.us.