

## **Off-Shore Subcontractors**

Last year, several plans using Tracfone as a value-added service (VAS) were told they needed to discontinue their VAS because it was discovered that Tracfone was using an offshore call center. After careful research, HHSC will not pursue this issue any further. The MCOs may resume using Tracfone.

If you have any questions, please send them to your health plan management team.