

## New: MCO Reporting On PPACA Provider Re-enrollment

### Background

HHSC is collecting information about nurse helplines to better understand the cost and utilization of this Value Added Service.

### Request

HHSC request that STAR, STAR Health, STAR+PLUS and CHIP MCOs fill out the attached spreadsheet survey by **July 8, 2016** and send to send it Rudy Villarreal at [rudyl.villarreal@hhsc.state.tx.us](mailto:rudyl.villarreal@hhsc.state.tx.us). If you have questions, please them to Rudy Villarreal and copy your health plan management team.

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### ***Survey of nurse helpline utilization***

Report the total number of clients and the total number of clients with at least one call to the nurse helpline by age group as well as the total number of calls received by the nurse helpline by age in the following table for CY 2014

<b>Age</b>	<b>Total no. of clients</b>	<b>No. of clients with calls</b>	<b>No. of calls</b>	<b>Total cost</b>	<b>Average cost per call (E/D)</b>
<1 year old					
1-9 years old					
10-19 years old					

Prepared by HHSC Strategic Decision Support June 2015 (IMF)

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