



myamerigroup.com

<Date>

<Member Name>

<Member Address>

<Member City, State ZIP>

**An HHSC policy flexibility for member appeals is ending March 31, 2023**

Dear Member,

In January 2020, the federal government declared a public health emergency (PHE) in response to COVID-19. Under the PHE, the Texas Health and Human Services Commission (HHSC) has provided certain flexibilities, including allowing managed care members more time to request an appeal. Instead of the required 60 days, members were given 90 days to request an appeal during the PHE.

HHSC will be ending this flexibility on March 31, 2023.

Starting April 1, 2023, if you receive an "Adverse Benefit Determination" notice and want to appeal it, you must file your appeal within 60 days of the date the notice is mailed. Appeals filed past this deadline may not be reviewed.

If you have any questions, please reach out to Member Services at **800-600-4441 (TTY 711)** Monday through Friday from 7 a.m. to 6 p.m. Central time. STAR Kids members, call **844-756-4600 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m. Central time.

Sincerely,

Amerigroup

Enclosures:   Nondiscrimination notice  
                  Get help in another language

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.