

<Date>

<Member Name>

<Member Address>

<Member City, State ZIP>

You Might Be Impacted by a COVID-19 Policy Ending on August 31, 2023

Dear Member,

We, Amerigroup, are your STAR+PLUS health plan. We need you to know that a temporary COVID-19 flexibility will be ending soon and your STAR+PLUS Medicaid benefits may be affected.

Due to COVID-19, HHSC Changed How You Can Join STAR+PLUS HCBS

The federal government declared a public health emergency in January 2020 in response to COVID-19. Due to the public health emergency, the Texas Health and Human Services Commission (HHSC) extended a flexibility to STAR+PLUS members like you. Using this flexibility, you could apply for the STAR+PLUS Home and Community Based Services (HCBS) program even if you already moved from a nursing facility into the community. This flexibility will end on **August 31, 2023**.

Beginning on **September 1, 2023**, if you are living in a nursing facility, you must apply for the STAR+PLUS HCBS program and have services in place before leaving the nursing facility.

You Can Still Apply for STAR+PLUS HCBS

If you reside in a nursing facility and wish to get services in the community, contact your Amerigroup service coordinator and ask about applying for STAR+PLUS HCBS. Make sure to apply for STAR+PLUS HCBS before leaving the nursing facility.

Beginning on September 1, 2023, if you leave the nursing facility without STAR+PLUS HCBS in place:

- You won't be able to join STAR+PLUS HCBS after you leave the nursing facility, and **you will lose your Medicaid coverage**.
- You can still be added to the STAR+PLUS HCBS interest list. Once you are at the top of the interest list, you can apply for STAR+PLUS HCBS. If you are determined eligible for STAR+PLUS HCBS, you will regain your Medicaid coverage.

If you don't live in a nursing facility but started the STAR+PLUS HCBS application process on or before **August 31, 2023**, your application for STAR+PLUS HCBS will still be reviewed. If you are approved, you'll be enrolled into STAR+PLUS HCBS.

If you already have STAR+PLUS HCBS, this policy change will not affect you if you continue

to meet the program's eligibility requirements.

Need Help?

If you have questions or want to learn more about applying for STAR+PLUS HCBS, call your Amerigroup service coordinator. If you don't know your service coordinator, you can call Member Services at **800-600-4441 (TTY 711)** Monday through Friday from 7 a.m. to 6 p.m. Central time. We'll connect you with your service coordinator and help answer any questions you have.

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.