STAR+PLUS long-term services and supports update

Summary of change: The Texas Health and Human Services Commission (HHSC) has started the Affordable Care Act managed care organization (MCO) long-term services and supports (LTSS) provider enrollment process. The LTSS providers we are targeting for this notification:

- Are assigned Atypical Provider Identifiers (APIs) by HHSC.
- Do not have active Texas Provider Identifiers for the same provider type when billing the Texas Medicaid & Healthcare Partnership for acute care services.
- Do not have active Texas Department of Aging and Disability Services Medicaid contracts.

HHSC has requested us to contact you, as an LTSS provider, to inform you that the following information is effective the beginning of May 2017:

- All providers assigned an API must complete the MCO LTSS provider enrollment process with the HHSC no later than January 1, 2018. Providers not enrolled by the deadline may be disenrolled from the MCO LTSS program.
- Providers may obtain an application by submitting a request to mco_ltss_provider_re-enrollment@hhsc.state.tx.us. The request must include the provider's business name, TIN and NPI. Questions or concerns may also be submitted to this email box.
- Additional information regarding the MCO LTSS enrollment process can be found at https://hhs.texas.gov/texas-medicaid-ltss-provider-re-enrollment-instructions.

What if I need assistance?
If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services toll free at 1-800-454-3730.

<table>
<thead>
<tr>
<th>Provider Relations representative</th>
<th>Assigned territory</th>
<th>Phone number</th>
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<tbody>
<tr>
<td>Kristal Babino</td>
<td>Jefferson service area</td>
<td>1-877-325-0011, ext. 55684</td>
</tr>
<tr>
<td>Judith Mann</td>
<td>Lubbock/Amarillo service area</td>
<td>1-877-325-0011, ext. 54803</td>
</tr>
<tr>
<td>Deidre Haynie</td>
<td>Tarrant service area (Denton, Wise, Parker and Hood Counties)</td>
<td>1-800-589-5274, ext. 55817</td>
</tr>
<tr>
<td>I’Esha Hudson-Buggs</td>
<td>Tarrant service area (Tarrant and Johnson Counties)</td>
<td>1-800-589-5274, ext. 57793</td>
</tr>
<tr>
<td>Jennifer Pena</td>
<td>Bexar/Travis service area</td>
<td>1-800-589-5274, ext. 55381</td>
</tr>
<tr>
<td>Maribel Martinez</td>
<td>El Paso service area</td>
<td>1-877-405-9871, ext. 59624</td>
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<tr>
<td>Eric Preston</td>
<td>Harris service area</td>
<td>1-800-325-0011, ext. 55446</td>
</tr>
<tr>
<td>Nancy Belcher</td>
<td>Medicaid Rural Service Area West</td>
<td>1-800-589-5274, ext. 52317</td>
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The information in this update may be an update or change to your provider manual. Find the most current manual at https://providers.amerigroup.com/TX.

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.

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