

UnitedHealthcare Community Plan of Texas

STAR+PLUS: Contract Award Updates for Service Delivery Areas (SDAs)

STAR+PLUS: Service Delivery Area (SDA) Updates Effective September 1, 2024

On September 1, 2024, the Texas Health and Human Services Commission (HHSC) will implement a new contract for STAR+PLUS. Per the new contract, **UnitedHealthcare will continue providing STAR+PLUS Medicaid coverage in the following Service Delivery Areas (SDAs), also known as regions:**

- Harris* (Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller and Wharton)
- Medicaid Rural Service Area Central* (Bell, Blanco, Bosque, Brazos, Burleson, Colorado, Comanche, Coryell, De Witt, Erath, Falls, Freestone, Gillespie, Gonzales, Grimes, Hamilton, Hill, Jackson, Lampasas, Lavaca, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell and Washington)
- Medicaid Rural Service Area Northeast* (Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Houston, Lamar, Marion, Montague, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, Sabine, San Augustine, Shelby, Smith, Titus, Trinity, Upshur and Van Zandt)
- Travis* (Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson)

UnitedHealthcare will also start serving STAR+PLUS members effective September 1, 2024 in the following Service Delivery Areas (SDAs), also known as regions:

- Bexar (Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina and Wilson)
- Dallas (Collin, Dallas, Ellis, Hunt, Kaufman, Navarro and Rockwall)
- Hidalgo (Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata)
- Tarrant (Denton, Hood, Johnson, Parker, Tarrant and Wise)

Effective September 1, 2024, UnitedHealthcare will no longer provide STAR+PLUS coverage to members in the **Jefferson SDA**. This includes the following counties:

- Chambers
- Hardin
- Jasper
- Jefferson
- Liberty
- Newton
- Orange
- Polk
- San Jacinto
- Tyler
- Walker

UnitedHealthcare will continue to serve STAR+PLUS members in the Jefferson SDA through August 31, 2024. These members can continue to receive their health coverage from UnitedHealthcare and their providers through August 31, 2024.

IMPORTANT: UnitedHealthcare will continue providing STAR, CHIP and STAR Kids in Jefferson SDA.

Effective September 1, 2024, UnitedHealthcare will no longer provide STAR+PLUS coverage to members in the **Nueces SDA**. This includes the following counties:

- Aransas
- Bee
- Brooks
- Calhoun
- Goliad
- Jim Wells
- Karnes
- Kenedy
- Kleberg
- Live Oak
- Nueces
- Refugio
- San Patricio
- Victoria

UnitedHealthcare will continue to serve STAR+PLUS members in the Nueces SDA through August 31, 2024. These members can continue to receive their health coverage from UnitedHealthcare and their providers through August 31, 2024.

IMPORTANT: UnitedHealthcare will continue providing STAR and CHIP in Nueces SDA.

IMPORTANT INFORMATION: For members who live in the Harris, Medicaid Rural Service Area Central, Medicaid Rural Service Area Northeast or Travis SDAs.

UnitedHealthcare members in Harris, Medicaid Rural Service Area Central, Medicaid Rural Service Area Northeast or Travis do not need to take any action to remain a UnitedHealthcare member. They can continue receiving their STAR+PLUS Medicaid coverage from UnitedHealthcare. Members in Harris, Medicaid Rural Service Area Central, Medicaid Rural Service Area Northeast or Travis may have received a letter from HHSC. The letter let them know that they do not need to take any action to remain a UnitedHealthcare member. Members can disregard the letter.

UnitedHealthcare will continue to serve STAR+PLUS members in the Jefferson and Nueces SDA through August 31, 2024. These members can continue to receive their health coverage from UnitedHealthcare and their providers through August 31, 2024.

- Members in the Jefferson and Nueces SDA must select a new health plan by July 10 if they remain eligible for STAR+PLUS Medicaid.
- Their new plan will start on September 1, 2024.
- They should look for a packet of information from HHSC on how to select a new health plan.

**UnitedHealthcare serves STAR+PLUS members in these regions today and will continue to do so in 2024.*

We ask that you remind your STAR+PLUS patients to:

- Check their mail for information from HHSC and respond accordingly.
- Visit our website at www.uhcprovider.com/en/health-plans-by-state/texas-health-plans/tx-comm-plan-home.html for any questions or Call UnitedHealthcare Member Services at 1-888-887-9003, Monday-Friday, 8 a.m. – 8 p.m.
- Update any address or phone number change with HHSC by calling 2-1-1 or visiting YourTexasBenefits.com.

If you have provider-related questions, please 877-842-3210 or to start a chat, sign into the portal with your One Healthcare ID. Then, select the chat icon at the bottom right corner of the page. Chat is available 7 a.m.–7 p.m. CT, Monday-Friday.