



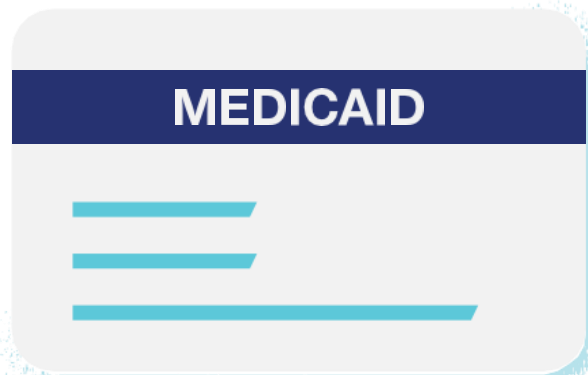
Dual Special Needs Plans (D-SNP)

America's most chosen Dual Special Needs plans since 2008

Streamlined verification to support access to Healthy Food & Utilities

Members have access to OTC and Wellness benefits

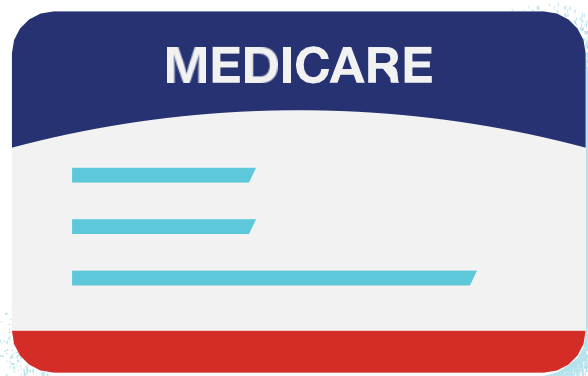
Eligibility Requirements



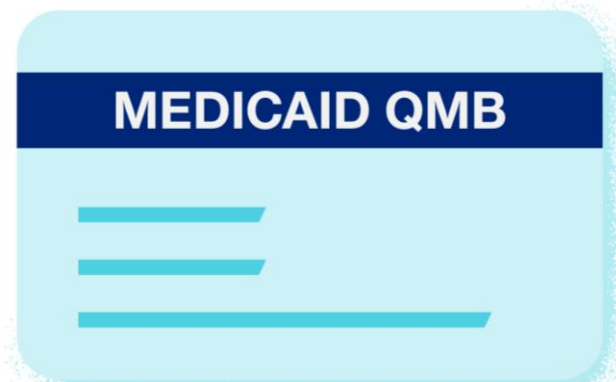
Do you have Medicaid?



Do you live in the plan's coverage area?



Do you have Medicare Part A and Part B?



Specific level of Medicaid for the plan



Who are our dual eligible consumers?



2 out of 5

live with
disabilities



38%

under the
age of 65



36%

live alone



4 out of 10


live on 10K annual
income

2x times more
likely to have
mental health
condition




UnitedHealthcare D-SNP Features

 **Doctor visits**, including outpatient care, screenings and shots, lab tests, and virtual medical visits.

 **Prescription drug coverage**, with thousands of drugs are available, home delivery options, and \$0 drug copays.

 **Hospital stays**, including skilled nursing and home health.

 **Extra benefits**,* such as dental, hearing and vision, monthly credit to spend on healthy food, OTC products and utility bills, and transportation.

**Benefits, features and/or devices vary by plan/area. Limitations, exclusions and/or network restrictions may apply.*





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What is STAR+PLUS?

State of Texas Access Reform + Plus = long term services and support (LTSS)

LTSS Services: Adult foster care, assisted living services, emergency response services, home delivered meals and transition assistance services

STAR+PLUS Home and Community-Based Services Program

STAR+PLUS HCBS is a managed care program delivered through the Texas 1115 Transformation Waiver that provides a cost-effective alternative to living in a nursing facility for adults age 21 and older who have disabilities or who are elderly.

Individuals enrolled in the program receive all services through their STAR+PLUS MCO.



What is STAR+PLUS?

STAR+PLUS is a Texas Medicaid-Managed care program For Low-Income adults age 21 or over who have a Physical or Mental disability or who are elderly.

Pay nothing for your STAR+PLUS health coverage.

This includes **Long Term Services and Supports**, medical checkups, behavioral health services, prescription drugs, medical supplies, hospital care and more.

Services offered include but are not limited to adult foster care, assisted living services, emergency response services, home delivered meals and transition assistance services.



What is STAR+PLUS

- Adults with **complex medical needs** can choose to live and receive care in a home setting instead of a nursing facility through **HCBS Waiver** (Home and Community Based Services)



Who does STAR+PLUS serve?

To get services through STAR+PLUS you must:

1. Be approved for Medicaid
2. Live in a STAR+PLUS service area
3. Be one or more of the following:
 - Age 21 or older, getting Supplemental Security Income (SSI) benefits and able to get Medicaid due to low income
 - **Not** getting SSI and need the type of services in STAR+PLUS Home and Community-Based Services
 - Age 21 or older, getting Medicaid through what are called "Social Security Exclusion programs" and meet program rules for income and asset levels
 - Age 21 or over residing in a nursing home and receiving Medicaid while in the nursing home
 - In the Medicaid for Breast and Cervical Cancer program

Important notes for those covered by Medicare:

- You can get STAR+PLUS even if you get Medicare unless you get Medicaid 1915 (c) waiver services or live in facilities for people with Intellectual and Developmental Disabilities (IDD).
- If you are covered by both Medicare and Medicaid (also known as "dual eligible") and you join STAR+PLUS, you will keep getting regular healthcare services through your Medicare doctor. STAR+PLUS does not change the way you get Medicare services.



How to get STAR+PLUS?

***First be **enrolled** in Medicaid

- 1) Your Texas Benefits
- 2) 211
- 3) State Enrollment Broker

*****Choose** a Medicaid MCO

STAR+PLUS **does not change how people get their Medicare Services.** You can continue to get regular medical care from your Medicare doctor and providers or from a Medicare managed care health plan.



State of Texas Access Redress

* Plan may vary based on services and support (L3333)





How to Pick a New STAR+PLUS Plan

Four ways to pick a new STAR+PLUS Health Plan:



Chat

Log into [YourTexasBenefits.com](https://www.yourtexasbenefits.com) and select **Medicaid and CHIP Services**.



Call

Contact the Enrollment Broker by phone:
800-964-2777

Available Monday – Friday, 8 a.m. – 6 p.m. CST



Mail

Mail the enrollment form back to HHSC.



Visit

Attend an enrollment event in your area.

Find a list of events in your area by visiting [txmedicaidevents.com](https://www.txmedicaidevents.com).

Questions about picking a new plan?

Call the Enrollment Broker at 800-964-2777 Monday – Friday, 8 a.m. – 6 p.m.

Local UHC Team at Your Service



- ✓ **Drive Through Volunteers**



UHC Team Supporting Bingo Event



- ✓ **Agent Calling Bingo**
- ✓ **UHC Local Team Proving Prizes**

The Way Forward



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How do you make an impact in connecting the participant with a health plan?



- ✓ Direct to a licensed agent for personal help
- ✓ General knowledge of eligibility to help direct them to an agent
- ✓ General knowledge of how participants can receive extra benefits from their health plan

Next Steps

Call to Action:

- ✔ **Connect with your UnitedHealthcare Local Team**
- ✔ **Provide schedule for agent on site**
- ✔ **Prepare space for agent to assist customers**



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Thank you



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