Molina Healthcare of Texas

Working Together to Support our Members with IDD

MOLINA HEALTHCARE

Session Objectives

In this session, we will provide an overview of the benefits offered by the STAR+PLUS program, detail the additional services available, and discuss collaborative approaches for supporting members with IDD

Increase your knowledge of STAR+PLUS benefits

Learn about our IDD Service Coordination Team

Special Programs and Parternships

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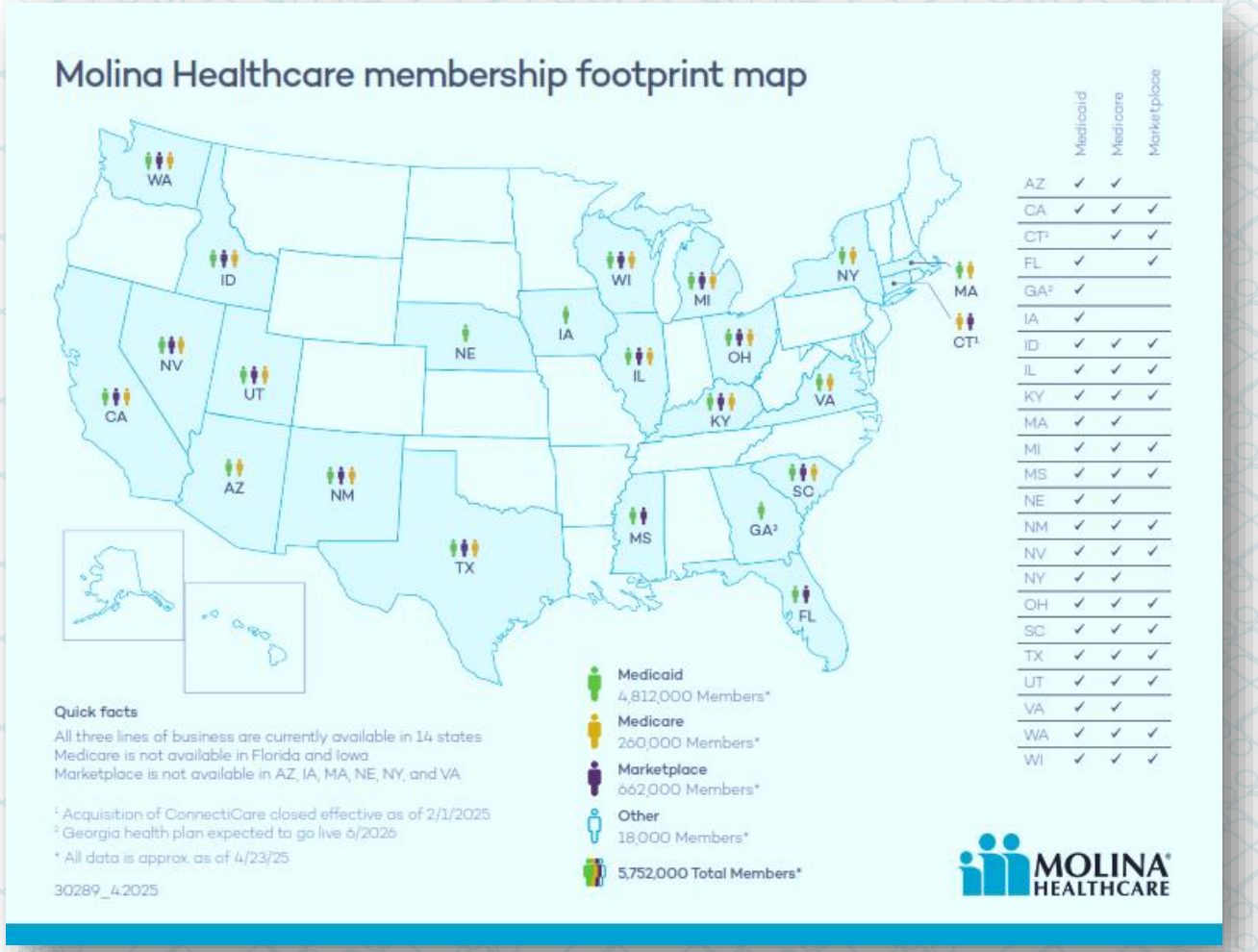
Vision, Mission, and Values

Molina is committed to improving the lives and well-being of our members, while making a positive impact in the communities we serve



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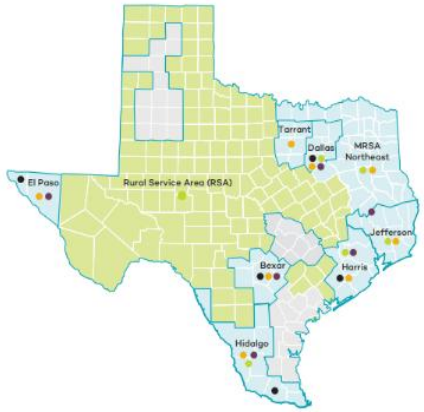
MOLINA HEALTHCARE

Molina Healthcare of Texas

Established 2006

Service area



Map Key

Molina Operates in 217 Counties

- Medicaid
- CHIP
- Medicare
- Marketplace
- MMP

4 Offices across the state

Key health plan facts

Membership
359,076*

Employees
1,208

Lines of business
Medicaid, CHIP, Marketplace, Medicare, MMP

Provider network
548 Hospitals*
111,512 Providers*

Commitment to our community

Molina Healthcare of Texas provides government-sponsored care for qualifying individuals. Our mission is to improve the health and lives of our members by delivering high-quality health care.

Molina builds upon our mission through our commitment to partnering with local providers and community-based organizations to best meet the needs of the communities we serve.

Community events & programs

- Mindfulness Matters: A Stress Relief Event, hosted by Molina Healthcare of Texas, brought communities across the state together for a powerful day of relaxation and reflection. Participants engaged in guided meditation, breathing exercises, and practical techniques to manage everyday stress. The event created a calming space where attendees reconnected with themselves and left feeling refreshed and empowered.
- Texas Tech Health El Paso and the Kelly Center for Hunger Relief, in partnership with Molina Healthcare of Texas, hosted a community health fair offering free health screenings, dental resources, cancer prevention information, and more. One of the event's highlights was an interactive presentation, educating attendees on colorectal health in a fun and engaging way. Families enjoyed a day filled with valuable health insights, local resources, and wellness-focused activities.

Giving and volunteering

$1,000
In contributions to nonprofits

52
Non-profits supported

Partner & outreach highlights

Hospital system affiliations: HCA Healthcare, John Peter Smith (JPS) Health Network, Memorial Hermann Health System, Tenet Healthcare, Texas Health Resources (THR), University Medical Center - El Paso (UMC), University of Texas Medical Branch (UTMB)

Health Plan leadership

Chris Coffey, Plan President

David Valdez, Chief Medical Officer

Kelsey Letcher, Chief Operating Officer

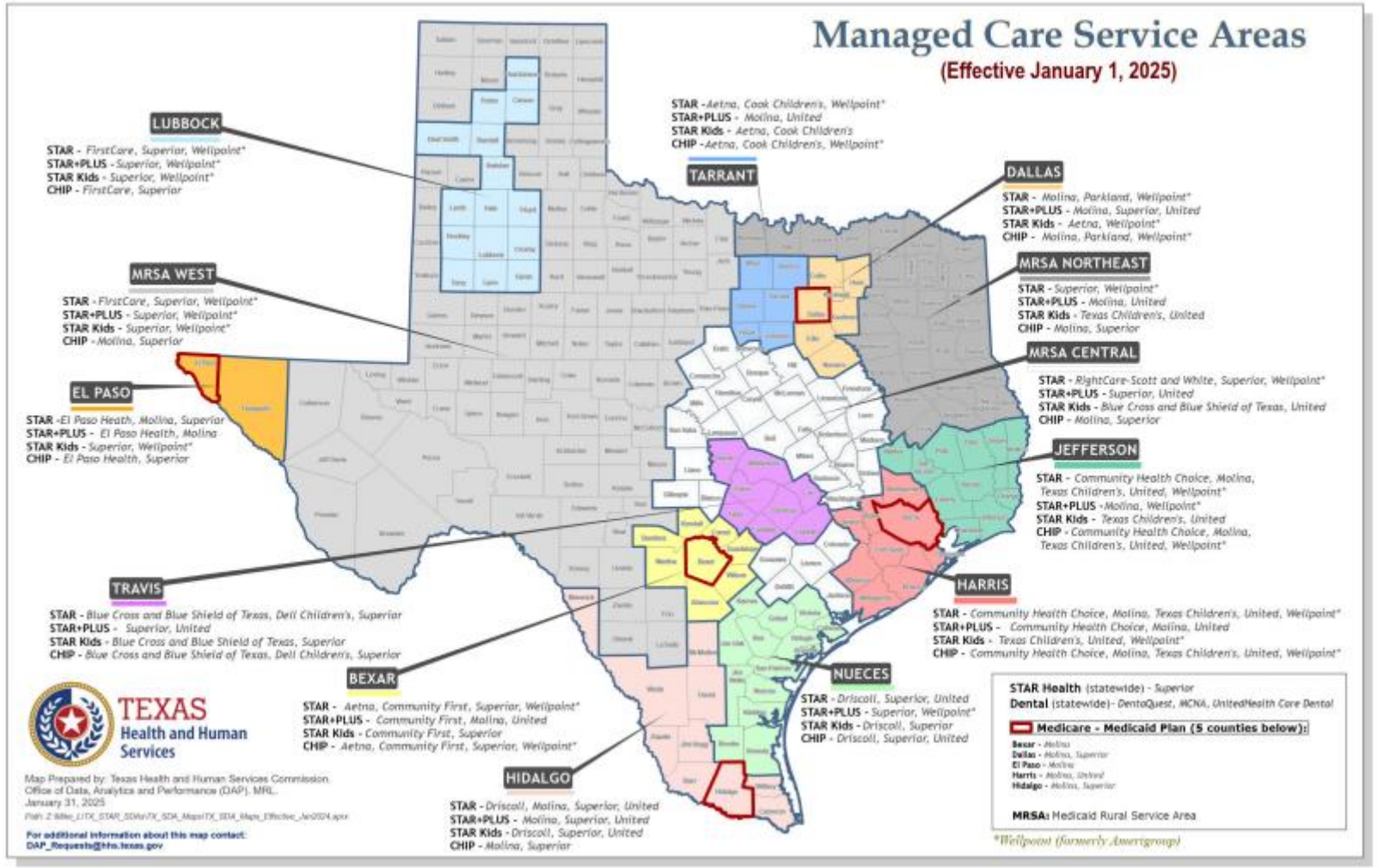
Corporate fact

Established in 1980, Molina now serves 5.5+ million members across 22 states.

MolinaHealthcare.com

30236_TXFS *All data is approx. as of 3/31/25

Managed Care Services Delivery Areas: All Lines of Business



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Supporting our members

Service Coordination

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Dedicated IDD Service Coordination Team

- Helps member utilize full healthcare benefits
- Conducts initial, annual & bi-annual assessments, as well as ongoing telephonic contact
- Helps member access non-covered services or items
- Assists member with resolving issues, such as denied claims

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Our Assessment Process

Annual in person-visit required per year, and as needed

The member and their legal guardian or POA (if applicable) must be present

During the assessment process, we get to know the member by having a conversation about their:

Living situation	Cultural preferences	Recent life stressors	Health concerns	IDD waiver services

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Did you know?

Managed Care Organizations only receive the ***waiver type*** from the state enrollment file

The enrollment file does not contain information on services or provider information

We are limited in the information we can see in TMHP regarding IDD waiver services

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Working Together!

Communication	Collaboration	Education	Planning
• Monthly email sent to LIDDAs with new mutual members and Molina SC contact information	• Planned and as needed collaboration meetings to resolve issues faster	• Host information sessions regarding the STAR+PLUS acute care benefits	• Request to be invited to annual service planning meetings (contractual requirement)

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STAR+PLUS: Specific Benefits

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STAR+PLUS equals Medicaid!

Designed to help people with disabilities or adults age 65 or older receive Medicaid healthcare and long term services and supports (LTSS) through a managed care health plan they choose

Eligibility Requirements*

- *Age 21 and older, and*
  - Receiving SSI benefits and able to get Medicaid due to low income
  - Not receiving SSI, but qualifying for the STAR+PLUS HCBS Waiver (SPW)
  - Resides in a nursing facility, and receives Medicaid
  - Receives services from a 1915 (c) waiver program, or living in an ICF/IID group home

Ineligible for STAR+PLUS

- Individuals that are dual-eligible (Medicare and Medicaid) and in a 1915 (c) waiver

STAR+PLUS Benefits

Medicaid healthcare benefits

Long-Term Services and Supports (LTSS)

STAR+PLUS Home and Community-Based Services Program (SPW program))

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Healthcare Benefits

- Primary and Specialty Physician Services
- Preventive Care
- Chiropractic Services
- Ambulance Services
- Audiology and Vision Services
- Lab/bloodwork
- Home Health
- DME & Medical Supplies*
- OT/PT/ST*

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Durable Medical Equipment and Medical Supplies

Medicaid is the payor of ***first*** resort for ***covered*** DME and Medical Supplies

The Texas Medicaid Provider Procedures Manual (TMPPM) DME Handbook is essential in knowing what is covered and not covered based on program and age of the person

Managed Care Organizations cannot provide administrative denials for non-covered items

The MCO Service Coordinator does not make any approval or denial decisions

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DME Exceptional Circumstances Provision

Texas Medicaid is obligated to consider coverage of medically necessary DME that are not listed as benefits for members who are age 21 and older

Must be prior authorized, with the following information:

Letters of medical necessity	Clear description of the item	Diagnoses

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Rehabilitative Therapy: OT/PT/ST

Maintenance/ongoing therapy is no longer covered once a person turns 21

STAR+PLUS will cover rehabilitative therapy if there is an acute need

IDD Providers do not need a denial from the MCO for maintenance/ongoing therapy

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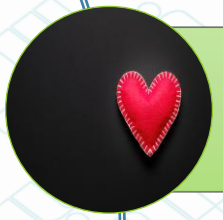
Long-Term Services and Supports (LTSS)

Community First Choice



Day Activity Health Services (DAHS)*

Personal Assistance Services

Nursing Facility Services

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MCO Responsibilities for DAHS

Traditional DAHS is available to people enrolled in STAR+PLUS or STAR+PLUS HCBS through their MCO except for those enrolled in an IDD Waiver

DAHS-ISS is not a benefit of the STAR+PLUS program

DAHS is not allowed for people who live in an ICF/IID group home

The MCO ***only*** coordinates and authorizes traditional DAHS for those members who are non-waiver or on the STAR+PLUS HCBS program

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Services not available in STAR+PLUS

Any service offered within the Medically Dependent Children (MDCP) waiver program	• MDCP offers traditional waiver services (respite, MHM/AA, nursing) not offered within the STAR+PLUS healthcare services array
Applied Behavioral Analysis (ABA)	• This service is only offered from ages 3-21
Private Duty Nursing	• Not a service offered after a person turns 21
DAHS-ISS	• Traditional DAHS is only available through the MCO is the person is not a waiver program
Dental**	• Medicaid no longer pays for dental treatment once a person turns 21. Most MCOs will offer dental through a value-added service
Maintenance/Ongoing therapy	• This service is no longer available after a person turns 21. STAR+PLUS may cover acute therapy if medically necessary due to a significant change in condition

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HCBS-STAR+PLUS Waiver Program (SPW)

- Some individuals could be eligible for the SPW program
- This is based on a medical-necessity level of care (MNLOC) vs an ICF/IID level of care

Available Services:

- Personal Assistance Services
- Nursing Services
- Adaptive Aids/Medical Supplies
- Minor Home Modifications
- Therapies: Physical, Occupational, Speech and Cognitive Rehabilitation
- Assisted Living
- Adult Foster Care
- Home-delivered meals
- Dental Services
- Transition Assistance Services
- Respite Care
- Employment Assistance/Supported Employment

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Additional Benefits

Value-Added Services (VAS)

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Extra, Extra: Value-Added Services (VAS)

Each MCO offers their own, unique set of VAS that are services beyond the Medicaid covered benefit

Benefits are approved by HHSC each year

Helps the person in making the plan choice that is best for them

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Important Information!

VAS are *not* considered non-waiver resources, therefore, waiver program providers do not consider VAS offered by the MCO when considering third party resources

Appendix XIII, Value-added Services

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Supporting our members

Special Programs & Partnerships

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Community Paramedicine Program

The Mobile Integrative Health Program is an innovative approach to healthcare.

Molina Healthcare of Texas has partnered with local paramedic teams to help us with our most high-risk members.

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StationMD

- Telehealth/ exclusively for individuals with IDDmedicine
- Serves Molina's members that are in an IDD waiver program, or living in an ICF/IID facility
- 24/7 access
- Reduces unnecessary ER visits
- No cost to our members

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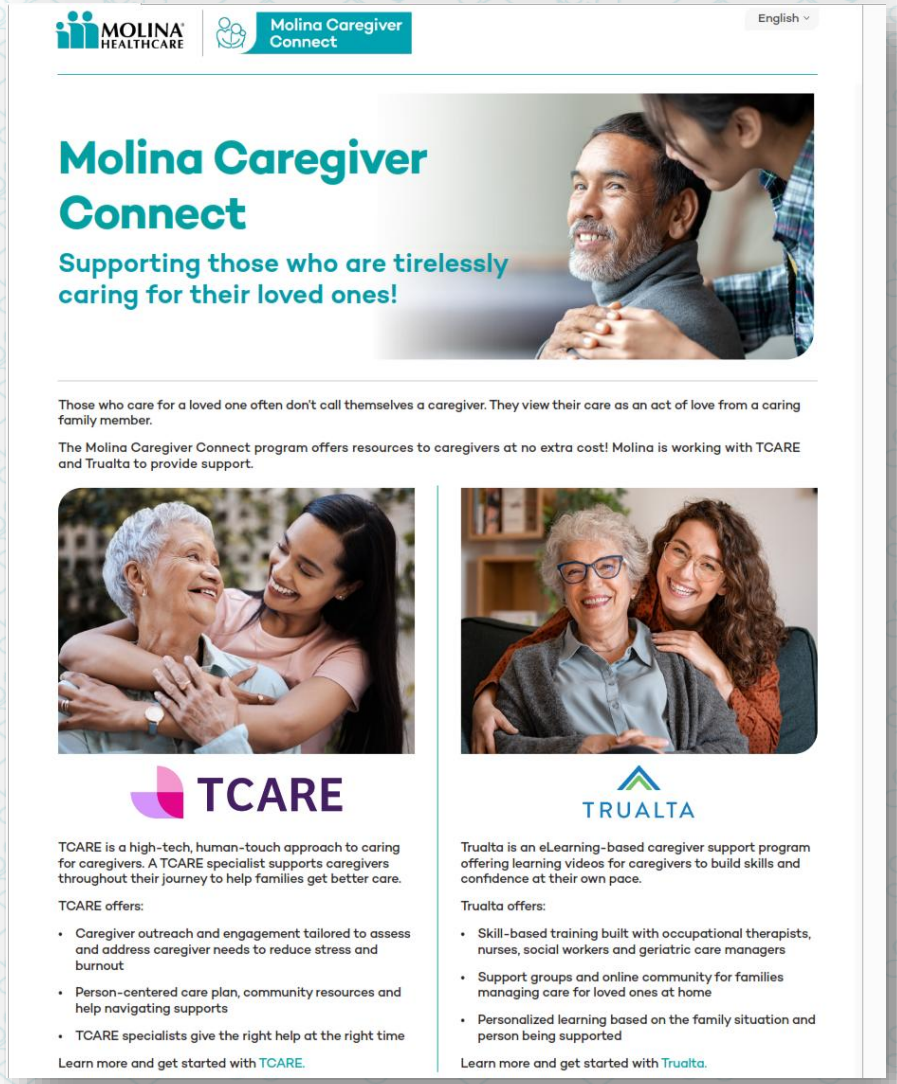
Caregiver Connect Program



MOLINA HEALTHCARE | Molina Caregiver Connect

English

Molina Caregiver Connect

Supporting those who are tirelessly caring for their loved ones!

Those who care for a loved one often don't call themselves a caregiver. They view their care as an act of love from a caring family member.

The Molina Caregiver Connect program offers resources to caregivers at no extra cost! Molina is working with TCARE and Trualta to provide support.

TCARE

TCARE is a high-tech, human-touch approach to caring for caregivers. A TCARE specialist supports caregivers throughout their journey to help families get better care.

TCARE offers:

- Caregiver outreach and engagement tailored to assess and address caregiver needs to reduce stress and burnout
- Person-centered care plan, community resources and help navigating supports
- TCARE specialists give the right help at the right time

Learn more and get started with TCARE.

TRUALTA

Trualta is an eLearning-based caregiver support program offering learning videos for caregivers to build skills and confidence at their own pace.

Trualta offers:

- Skill-based training built with occupational therapists, nurses, social workers and geriatric care managers
- Support groups and online community for families managing care for loved ones at home
- Personalized learning based on the family situation and person being supported

Learn more and get started with Trualta.

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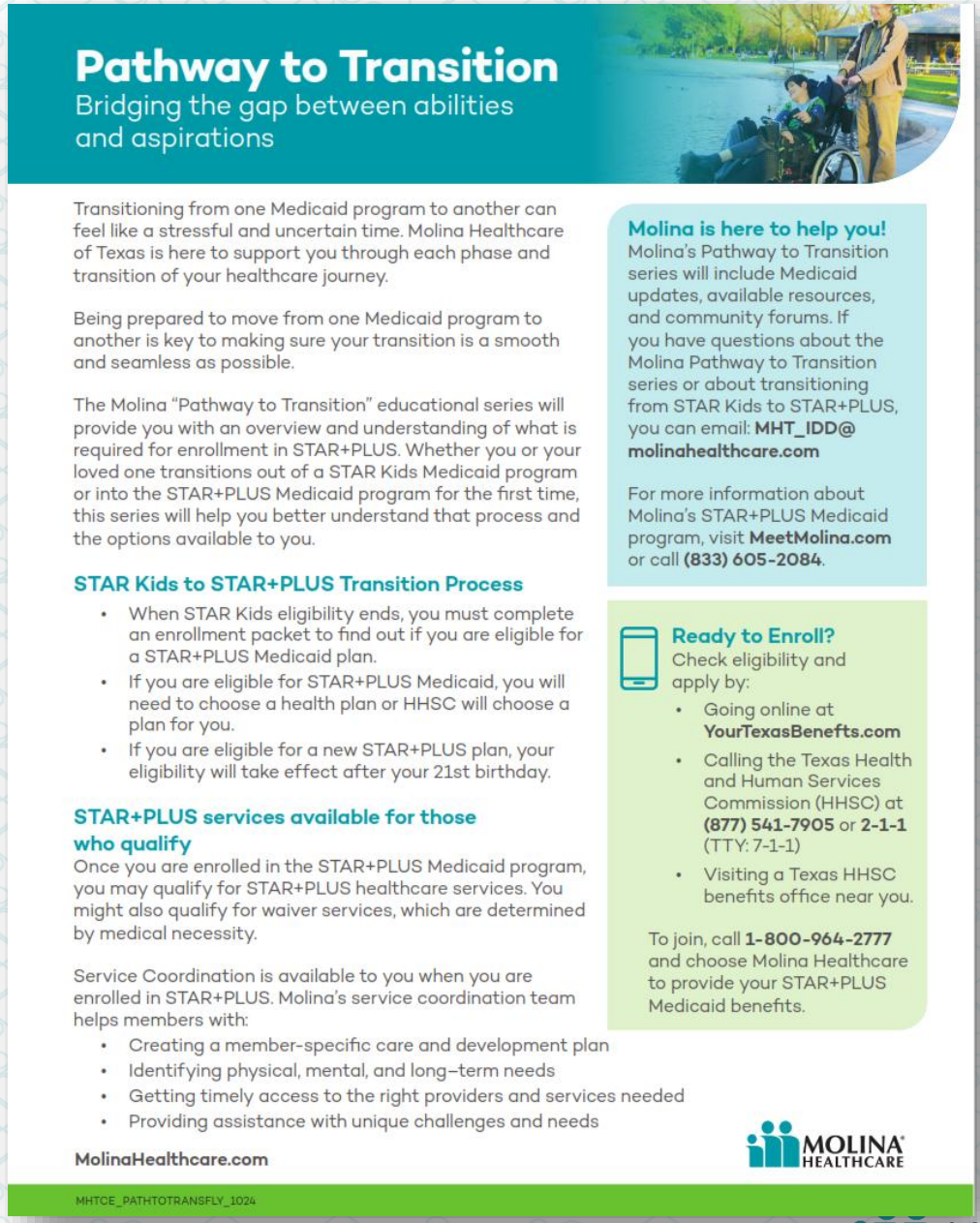
Pathway to Transition



Pathway to Transition

Bridging the gap between abilities and aspirations

Transitioning from one Medicaid program to another can feel like a stressful and uncertain time. Molina Healthcare of Texas is here to support you through each phase and transition of your healthcare journey.

Being prepared to move from one Medicaid program to another is key to making sure your transition is a smooth and seamless as possible.

The Molina "Pathway to Transition" educational series will provide you with an overview and understanding of what is required for enrollment in STAR+PLUS. Whether you or your loved one transitions out of a STAR Kids Medicaid program or into the STAR+PLUS Medicaid program for the first time, this series will help you better understand that process and the options available to you.

STAR Kids to STAR+PLUS Transition Process

- When STAR Kids eligibility ends, you must complete an enrollment packet to find out if you are eligible for a STAR+PLUS Medicaid plan.
- If you are eligible for STAR+PLUS Medicaid, you will need to choose a health plan or HHSC will choose a plan for you.
- If you are eligible for a new STAR+PLUS plan, your eligibility will take effect after your 21st birthday.

STAR+PLUS services available for those who qualify

Once you are enrolled in the STAR+PLUS Medicaid program, you may qualify for STAR+PLUS healthcare services. You might also qualify for waiver services, which are determined by medical necessity.

Service Coordination is available to you when you are enrolled in STAR+PLUS. Molina's service coordination team helps members with:

- Creating a member-specific care and development plan
- Identifying physical, mental, and long–term needs
- Getting timely access to the right providers and services needed
- Providing assistance with unique challenges and needs

MolinaHealthcare.com

Molina is here to help you!

Molina's Pathway to Transition series will include Medicaid updates, available resources, and community forums. If you have questions about the Molina Pathway to Transition series or about transitioning from STAR Kids to STAR+PLUS, you can email: **MHT_IDD@molinahealthcare.com**

For more information about Molina's STAR+PLUS Medicaid program, visit **MeetMolina.com** or call **(833) 605-2084**.

Ready to Enroll?

Check eligibility and apply by:

- Going online at **YourTexasBenefts.com**
- Calling the Texas Health and Human Services Commission (HHSC) at **(877) 541-7905** or **2-1-1** (TTY: 7-1-1)
- Visiting a Texas HHSC benefits office near you.

To join, call **1-800-964-2777** and choose Molina Healthcare to provide your STAR+PLUS Medicaid benefits.

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Non-Emergent Medical Transportation (NEMT)

- Provides transportation to non-emergency healthcare appointments, including dental
- Does not include ambulance trips
- Can include one caregiver
- Includes passes or tickets, such as mass transit
- Curb-to-curb transportation
- Availability to schedule transportation 24/7

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How can we help?

Questions

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We’d love your feedback! Please scan the QR code to complete the survey

SESSION SURVEY

MOLINA HEALTHCARE

Reach out anytime! We're here to help

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Greta.Kerekgyarto@molinahealthcare.com
Rachel.Hopkins@molinahealthcare.com

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Resources

- Molina STAR+PLUS Member Handbook
- Molina VAS
- Find a Doctor/Pharmacy
- My MOLINA Member Portal
- Molina Healthcare of Texas
- TMHP DME Handbook

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