



## FREQUENTLY ASKED QUESTIONS

You may have heard that Sendero Health Plans (SHP) will be exiting STAR and CHIP in the Travis Service Area effective May 1, 2018. We want you to know that it has been an honor to provide your health insurance coverage, and we have enjoyed the opportunity to work with you and your Providers in helping you and your family get the care you need.

### Members

#### **What happens next? Will I lose my insurance?**

No. Sendero will continue covering your care through April 30, 2018. Your new plan will become effective on May 1, 2018.

#### **What do I need to do to keep my coverage?**

By April 13, 2018, you will have to choose another health plan. The other health plans in this area are:

- Blue Cross and Blue Shield of Texas,
- Dell Children's Health Plan and,
- Superior Health Plan

You can choose another health plan by calling The Health and Human Services Commission's (HHSC) Enrollment Broker at 1-800-964-2777 no later than April 13, 2018.

#### **What happens if I don't choose another health plan?**

If you do not choose a new health plan by April 13, 2018, a health plan will be chosen for you by the Enrollment Broker.

#### **What if I need to go to the doctor or fill prescriptions?**

Sendero will continue to cover your care through April 30, 2018. You can still use your Sendero ID card to see your doctor or fill prescriptions until midnight on the 30<sup>th</sup>.

#### **What if I have services scheduled after the termination date?**

If you have services scheduled after the termination date, you will need to contact your new health plan to see if authorizations are required.

#### **What if I get my prescriptions by mail or delivered at my home?**

If you are receiving mail order prescriptions or if prescriptions are being delivered to your home, you will need to sign up for those services with your new health plan.

#### **Who do I call if I get a bill from my doctor?**

Call Sendero's Customer Service at 1-844-872-0537 and give them the doctor's name, phone number and the date for the service you are being billed.

#### **What if I have a complaint after the termination date?**

Call Sendero's Customer Service at 1-844-872-0537 and tell them what your complaint is about. Sendero will process your complaint and provide a resolution no later than the 30<sup>th</sup> day the complaint was received.



**What if I want to appeal a denial of an authorization?**

Call Member Services at 1-844-872-0537 for more information. *(Member Services Staff: Please ensure that you direct the member to send the appeal in writing to Sendero Health Plans)*

**How do I get my value added services?**

For any questions about your previously submitted value added service or to submit a new request for value added services (extra benefits), please contact Sendero Member Services toll-free at 1-844-872-0537.

**What if I want to keep my same doctor?**

Please contact the Health and Human Services Commission's (HHSC) Enrollment Broker at 1-800-964-2777 to see if your new plan has your doctor in their current network. You may also call your doctor or specialists to find out which plans they accept.

**What do I do if I am pregnant? Can I keep my doctor that is providing my pre-natal care?**

If you are past the 24<sup>th</sup> week of pregnancy you may continue to see your current pre-natal doctor under your new plan through the post-partum checkup. Contact your new plan so they can assist you with coordinating care.

**What if my glasses or frames break?**

Through April 30<sup>th</sup> you can contact Envolve Benefit Options toll free at 1-877-615-7730. After April 30<sup>th</sup> you will need to contact your new health plan for their assistance.

**What if I need a ride to a doctor's appointment?**

If you are a STAR member, please contact the Medical Transportation Program at 1-877-633-8747. If you are a CHIP member, please contact Sendero Health Plans prior to the termination at 1-844-872-0537. After the termination date contact your new health plan.

**Providers**

**Where do I file my claim for services rendered to Sendero members?**

The billing process has not changed. Sendero will process claims for dates of service on or before April 30, 2018, for Medicaid/CHIP covered services, within the required timeframes. Timely filing requirements for these claims will be strictly adhered to in an effort to adjudicate all claims by the end of the runout period.



**Who do I call to appeal a claim denial?**

A Level I Claims appeals must be filed in writing within 120 calendar days of the initial decision (Explanation of Payment (EOP) or medical necessity determination). Level I Appeals can be filed to the following address:

Sendero Health Plans  
Attn: Sendero Reconsiderations  
PO Box 15507  
Austin, TX 78761

A Level II Claim appeal must be filed in writing with supporting documentation or to the Sendero provider portal at <https://senderohealth.mediview.net> within 30 calendar days of the reconsideration decision. Level II Appeals can be filed to the following address:

Sendero Health Plans  
Attn: Sendero Appeals  
2028 E. Ben White Blvd, Suite 400  
Austin, TX 78741

**How will I know where my patients have been reassigned?**

Please contact the TMHP AIS line at 1-800-925-9126 to obtain the information.

**How long can I receive authorizations from Sendero?**

You can obtain authorizations up to 11:59pm on April 30, 2018.

**What is the last date that I will receive a PCP Panel Report from Sendero?**

The last member panel report will be available on the provider portal no later than 04/05/2018.