

Update to COVID-19 Guidance: Continuation of Benefit Request Extension to End June 30, 2021

In response to COVID-19, HHSC required CHIP, STAR, STAR Health, STAR Kids, STAR+PLUS MCOs, Dual Demonstration Medicare - Medicaid Plans (MMPs), and DMOs to extend the timeframe members, legally authorized representatives, or authorized representatives had to request continuation of benefits for adverse benefit determinations. This notice provides updated information on the amount of time a member has to request continuation of benefits.

HHSC continues to require MCOs, DMOs and MMPs to extend the timeframe to 30 days for a members to request continuation of benefits for adverse benefit determinations going into effect through June 30, 2021, after which time this extension will end.

Effective July 1, 2021, MCOs, DMOs and MMPs must enforce the normal, regular and established timeframes that members have to request the continuation of benefits, which is the later of 10 days from the date the MCO notice of adverse benefit determination is mailed or the date services will change.