



Keep Your Prescriptions Filled While Transitioning to STAR+PLUS

On Sept. 1, 2014, some people with disabilities will begin to receive medical services through STAR+PLUS, Texas' Medicaid managed care program. This change will affect people who:

- have intellectual or developmental disabilities (IDD) and live in an Intermediate Care Facility for Individuals with an Intellectual Disability or Related Conditions (ICF/IID), or
- receive services through one of the following DD waivers:
 - Community Living Assistance Support Services (CLASS)
 - Deaf Blind with Multiple Disabilities (DBMD)
 - Home and Community-based Services (HCS)
 - Texas Home Living (TxHmL)

(Check out our [Medicaid Medical Benefits Infographic](#) to determine if you will be affected.)

People with disabilities who will start getting medical benefits through STAR+PLUS can take a few important steps to make sure they continue to get their necessary medications. According to a recent alert from the Texas Department of Aging and Disability Services, here is what you need to know to keep your prescriptions filled.

Refills

Before Sept. 1, use your Medicaid card to refill all of your current prescriptions. This is to make sure you have enough of your medications during the transition to a STAR+PLUS managed care organization (MCO).

Prior Authorization

After Sept. 1, contact your MCO if you take a medication that:

- has previously needed a prior authorization,
- is more than the usual dosage, or
- is not a preferred medication.

When you contact your MCO, tell them what medications you are currently prescribed. Ask the MCO what documentation they need from you (doctor's orders, why you take the medication, etc.) to speed up the process of authorizing your prescription. This step will help you get prescriptions that require authorization filled quicker.

More About Prior Authorization:

- MCOs are required to ensure “continuity of care” for clients. That means that people who receive medications through an existing prior authorization should continue to receive their medications for 90 calendar days after Sept. 1 or until the prior authorization expires (whichever is shorter).
- If you’re not sure if a medication requires prior authorization, contact your MCO to find out. Refer to the [Prescriber MCO/PBM Assistance Chart](#) and call the prior authorization number associated with your MCO (called “Plan Name” in the chart).
- MCOs have to give you a three-day emergency supply of a prescribed drug when the medication is needed without delay and prior authorization is not available.

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