

Important Plan Information



Member Handbook Update

Please read this with care and keep it with your member handbook.

The section ***Can a member ask for an external medical review?*** is revised concerning the member's right to withdraw a state fair hearing request:

Once the external medical review decision is received, the member has the right to withdraw the state fair hearing request. The member may withdraw a state fair hearing request orally or in writing by contacting the hearings officer listed on Form 4803, Notice of Hearing.

Do you have questions?

Call Member Services toll-free at **833-731-2160 (TTY 711)**, Monday through Friday from 7 a.m. to 5 p.m. Central time. STAR Kids members call **844-756-4600 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m. Central time.

Wellpoint members in the Medicaid Rural Service Area and the STAR Kids program are served by Wellpoint Insurance Company; all other Wellpoint members in Texas are served by Wellpoint Texas, Inc.