



October 26, 2021

Dear Cigna Member,

This letter is to provide important information about your Cigna STAR+PLUS plan.

On January 1, 2022, Cigna will no longer be participating in the STAR+PLUS Medicaid Managed Care Program.

You're not required to do anything. Your plan will automatically transfer to Molina Healthcare on January 1, 2022.

What does this mean for you?

- Molina Healthcare (Molina) will provide your health care services and prescription drug coverage starting on January 1, 2022.
- Molina will honor authorizations for any ongoing services until the services are complete or a new care plan is developed with you.
- Most of your current health care providers are already in Molina's provider network. If any aren't, Molina will help you pick a new provider to ensure you continue getting the appropriate care.
- You will be assigned a Molina service coordinator who will help you develop a new care plan and service plan (when applicable).
- Molina will send you a welcome packet. This will include a member handbook, which gives you information about your new plan and value-added benefits. Please read your member handbook.
- You will also receive a Molina Member ID Card. You will continue to use your Cigna ID Card through December 31, 2021. You will use your Molina ID Card starting January 1, 2022.

Until you are transferred to Molina, you will continue to be covered by Cigna for all your current services.

This means:

- there will be no change in your medical or prescription drug coverage;
- you should continue to make appointments and meet with your doctors as you normally do;
- you should keep working with your Cigna care coordinator to get the care and services you need; and
- you will keep getting your plan-covered drugs as prescribed by your doctors.

What if you have more questions about your Cigna coverage?

We're here to help. Please call Member Service at 1-877-653-0327 (TTY users call 7-1-1), Monday to Friday, 8 a.m. to 5 p.m. Central Time.

What if you have questions about your Medicaid coverage?

For questions regarding your Medicaid coverage call Texas Health and Human Services at 1-800-252-8263 or call 2-1-1 Monday through Friday from 7 a.m. to 7 p.m.

You do not need to take any other action for this plan change. If you do not want to join Molina please contact the Texas Enrollment Broker to discuss your health plan options.

- You can go online to www.YourTexasBenefits.com. Log in and go to "Pick Your Health Plan."
- You can call 1-800-964-2777 8 a.m. to 6 p.m. Central Time, Monday through Friday.

Helpful Resource List
Calls are no charge to you

For questions about:

This notice or plan coverage

Molina Healthcare

Texas Medicaid

Changing a Health Plan

**Long Term Care or Home
Community-Based Services (HCBS)
and waiver coverage decisions,
appeals, or complaints:**

Contact:

Cigna

Call: 1-877-653-0327

TTY users call: 7-1-1

Monday to Friday, 8 a.m. to 5 p.m. Central Time

Online: starplus.cigna.com

Molina Healthcare of Texas

Call: 1-866-449-6849

TTY users call: 7-1-1

Monday to Friday, 8 a.m. to 6 p.m. Central Time

Online: molinahealthcare.com

Texas Health and Human Services

Call: 1-800-252-8263

Or Call 2-1-1

Monday to Friday, 7 a.m. to 7 p.m. Central Time

Online: yourtexasbenefits.com

Texas Enrollment Broker Helpline

Call: 1-800-964-2777

TTY users call: 1-800-735-2989

Monday to Friday, 8 a.m. to 6 p.m. Central Time

Online: hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/choosing-a-health-plan

HHS Office of Ombudsman

Call: 1-866-566-8989

TTY users call: 1-888-222-4306

Monday to Friday, 8 a.m. to 5 p.m. Central Time

Online: hhs.texas.gov/about-hhs/your-rights/hhs-office-ombudsman

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