



Changes to the
Cigna STAR+PLUS Nursing Facility
Member Handbook (version September 2020)
Effective: September 19, 2020

October 19, 2020

This is important information on changes in the Cigna STAR+PLUS Nursing Facility Member Handbook (version September 2020).

The changes are related to Your Texas Benefits (YTB) Medicaid Card. The following information replaces the information that is printed on pages 4 and 5 of the Member Handbook.

You are not required to take any action in response to this document, but we recommend you keep this information for future reference.

If you have questions or need help, please call Cigna Member Services at 1-877-653-0327 (TTY: 7-1-1), Monday to Friday, 8 a.m. to 5 p.m. Central Time.

Thank you,
Cigna


Your Texas Benefits (YTB) Medicaid Card

When you are approved for Medicaid, you will get a YTB Medicaid card. This plastic card will be your everyday Medicaid card. You should carry and protect it just like your driver's license or a credit card. Your doctor can use the card to find out if you have Medicaid benefits when you go for a visit.

You will be issued only one card, and you will receive a new card only if your card is lost or stolen. If your Medicaid card is lost or stolen, you can get a new one by calling toll-free 1-800-252-8263, or by going online to order or print a temporary card at www.YourTexasBenefits.com.

If you are not sure if you are covered by Medicaid, you can find out by calling toll-free at 1-800-252-8263. You can also call 2-1-1. First pick a language and then pick option 2.

Your health information is a list of medical services and drugs that you have gotten through Medicaid. We share it with Medicaid doctors to help them decide what health care you need. If you don't want your doctors to see your medical and dental information through the secure online network, call toll-free at 1-800-252-8263 or opt out of sharing your health information at www.YourTexasBenefits.com.

 TEXAS Health and Human Services		Your Texas Benefits
Member Name :		
Member ID:		<small>Note to Provider: Ask this member for the card from their Medicaid health plan. Providers should use that card for billing help. No health plan card? Pharmacists can use the non-managed care billing information on the back of this card.</small>
Issuer ID:	Date Card Sent:	
<p>Members: Keep this card with you. This is your medical ID card. Show this card to your doctor when you get services. To learn more, go to www.YourTexasBenefits.com or call 800-252-8263.</p> <p>Miembros: Lleve esta tarjeta con usted. Muestre esta tarjeta a su doctor al recibir servicios. Para más información, vaya a www.YourTexasBenefits.com o llame al 800-252-8263.</p> <p>THIS CARD DOESNT GUARANTEE ELIGIBILITY OR PAYMENT FOR SERVICES.</p> <p>Providers: To verify eligibility, call 800-925-9126. Non-managed care pharmacy claims assistance: 800-435-4165</p> <p>Non-managed care Rx billing: RxBIN: 610084 / RxPCN: DRTXPROD / RXGRP: MEDICAID</p>		

The YTB Medicaid card has these facts printed on the front:

- Your name and Medicaid ID number.
- The date the card was sent to you.
- The name of the program you're in if you get:
 - Medicare (QMB, MQMB)
 - Healthy Texas Women Program (HTW)
 - Hospice
 - STAR Health
 - Emergency Medicaid, or
 - Presumptive Eligibility for Pregnant Women (PE).
- Facts your drug store will need to bill Medicaid.
- The name of your doctor and drug store if you're in the Medicaid Lock-in program.

The back of the Your Texas Benefits Medicaid card has a website you can visit (www.YourTexasBenefits.com) and a phone number you can call toll-free (1-800-252-8263) if you have questions about the new card.

If you forget your card, your doctor, dentist, or drug store can use the phone or the Internet to make sure you get Medicaid benefits.

The YourTexasBenefits.com Medicaid Client Portal

The Medicaid Client Portal lets you do all of the following for anyone who is part of your case:

- View, print, and order a Your Texas Benefits Medicaid card
- See your medical and dental plans
- See your benefit information
- See Texas Health Steps alerts
- See broadcast alerts
- See diagnoses and treatments
- See vaccines
- See prescription medicines
- Choose whether to let Medicaid doctors and staff see your available medical and dental information

To access the portal, go to www.YourTexasBenefits.com.

- Click **Log In**.
- Enter your User name and Password. If you don't have an account, click **Create a new account**.
- Click **Manage**.
- Go to the "Quick links" section.
- Click **Medicaid & CHIP Services**.
- Click **View services and available health information**.

NOTE: The YourTexasBenefits.com Medicaid Client Portal displays information for active clients only. Legally Authorized Representatives can view anyone who is a part of their case.