

# Important Plan Information

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## 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 **800-600-4441 (TTY 711)**, Monday through Friday from 7 a.m. to 6 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.

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