

Member Handbook Update

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

Important changes to the appeal process

Beginning September 1, 2017:

- You must file an appeal within 60 days of the date on the denial notice.
- You must ask for a State Fair Hearing within 120 days of the date on our appeal decision letter.
- You must wait for our appeal decision before you can ask for a State Fair Hearing.

Have questions?

Call Member Services toll-free at 1-800-600-4441 (TTY 711), Monday through Friday from 7 a.m. to 6 p.m. Central time. STAR Kids members, call 1-844-756-4600 (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.