

MEMORANDUM



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

☐ STAR ☐ CHIP ☒ STAR+PLUS

TO: Valued LTSS Providers
FROM: El Paso Health
DATE: 05/22/2025
RE: STAR+PLUS Member Extension of Continuity of Care Period to August 31, 2025

El Paso Health (EPH) remains committed to providing access to medically necessary care for our STAR+PLUS members who experienced a transition in managed care organizations. In support of this transition, EPH is extending the Continuity of Care for STAR+PLUS members through August 31, 2025. Please see key updates below:

- **Previous Extension:** EPH previously communicated that Continuity of Care would end on May 31, 2025.
- **New Extension Date:** EPH is extending continuity of care through August 31, 2025.
- **Assessment & Prior Authorization Process:** Between June 1, 2025 through August 31, 2025, EPH will continue to issue authorizations as pending LTSS assessments are completed by service coordinators.
- **Claims Processing:** Claims will continue to be paid and continuity of care will be honored through August 31, 2025.

In preparation for the August 31, 2025 date, providers are asked to take the following actions:

- Utilize the EPH authorization with an approved status that will be sent via fax for confirmation of identified services.
- Begin using the EPH approved authorization number when submitting a claim to EPH in order to ensure accurate billing.

EPH remains committed to ensuring continuity of care for our members, and we greatly appreciate your collaboration in maintaining this level of care. If you have any questions or require assistance as we approach this change, our team is available to help.

EPH Contact Information for LTSS:

Phone: 833-742-3127

Press **Option 3**, then **Option 3** again to reach our Service Coordination Team.

If you have any questions regarding this update, please contact our Provider Relations team 833-742-3127 option 3, then option 5 or email us ProviderServicesDG@elpasohealth.com

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