



Member Notice

Aug. 11, 2025 – Extra Time Considerations Due to 2025 Texas Flooding

Extra Time for Prior Authorizations

Because of the 2025 Texas flooding, PCHP STAR and CHIP members may be able to get extra time on certain prior authorizations (PAs).

What this means for you:

- If you already have a PA that was supposed to end between July 2 and September 29, 2025, it may be extended for 90 more days.
- The extension must be for the same amount and frequency as your current approval.
- This only happens if you or your provider ask for the extension and say it is because of the flooding.

What is not included:

- One-time services (like a single non-emergency ambulance trip).
- Pharmacy PAs.
- Nursing facility services.
- New PA requests.

Examples of what may be included:

- Personal assistance or personal care services
- Community First Choice
- Private duty nursing
- Physical, occupational, or speech therapy
- Day activity and health services
- Ongoing non-emergency ambulance trips (like trips for dialysis)

Extra Time to Ask for an Appeal or Continuation of Benefits

Because of the 2025 Texas flooding, HHSC is giving PCHP STAR and CHIP members more time to ask for an appeal or continuation of benefits after a denial.

What's changing:

- Members now have 90 days to ask PCHP for an internal appeal. (Normally, it is 60 days.)
- Members now have 30 days to ask for continuation of benefits after a denial. (Normally, it is 10 days.)

When this applies:

- For requests made between July 2 and September 29, 2025.
- Members must say the need for extra time is because of the 2025 Texas flooding.
- This applies statewide and only if the member has been impacted by the flooding.