

**08/11/2025**

## **2025 Texas Flooding: Appeal and Continuation of Benefit Request Extensions**

### **Background:**

In response to the 2025 Texas flooding, HHSC directs CHIP, STAR, STAR Health, STAR Kids, and STAR+PLUS managed care organizations (MCOs); Medicare-Medicaid Plans (MMPs); and dental maintenance organizations (DMOs) to extend the time members, legally authorized representatives, or authorized representatives have to request an appeal and continuation of benefits.

### **Key Details:**

Current policy provides members 60 days to request an MCO internal appeal and 10 days to request continuation of benefits upon receipt of the adverse benefit determination. In response to the 2025 Texas flooding, HHSC requires MCOs, DMOs, and MMPs to extend the time an impacted member has to request an MCO internal appeal from 60 days to 90 days. MCOs, DMOs, and MMPs must extend the time an impacted member has to request continuation of benefits for adverse benefit determinations from 10 days to 30 days. These changes must be implemented immediately upon receipt of this notice to retroactively apply to requests received July 2, 2025 through Sept. 29, 2025. This will apply statewide and only at the request of members impacted by the 2025 Texas flooding. Members must include in the appeal and continuation of benefits request that the need for the extension is a result of the 2025 Texas flooding.

### **Action:**

Medicaid and CHIP MCOs, MMPs and DMOs must:

- Provide notice of these flexibilities to all members as soon as practical.
- Implement any system or process changes needed to implement the direction provided in this notice upon receipt of this notice.
- MCOs, MMPs and DMOs are encouraged to also notify members and providers of this change on their websites.

### **Additional Information:**

HHSC will continue to monitor the situation and will release additional guidance if needed.

### **Contact:**

[managed\\_care\\_initiatives@hhs.texas.gov](mailto:managed_care_initiatives@hhs.texas.gov)

**Type:** Action Required

**To:** CHIP; DMO; MMP; STAR; STAR+PLUS; STARHEALTH; STAR\_KIDS

**From:** Policy