November 4, 2026

COMMUNITY DUAL INTEGRATION EFFECTIVE JANUARY 1, 2027

SUMMARY OF NOTIFICATION

Effective January 1, 2027, Community Health Choice will implement Dual Integration in accordance with state and federal requirements. This model aligns Medicare Dual Eligible Special Needs Plan (D-SNP) and Medicaid STAR+PLUS benefits, services, and care management for eligible members enrolled in both programs.

KEY DETAILS

- **One organization:** Medicare D-SNP and Medicaid STAR+PLUS are managed through one health plan.
- **Integrated care team:** Providers, care managers, and members work together to support coordinated care and reduce administrative barriers.
- **Streamlined processes:** Appeals and grievances, member materials such as ID cards, and claims submission processes are more closely aligned.
- **Additional member benefits:** Eligible members may receive benefits beyond Original Medicare and traditional Medicaid, including routine dental, vision, hearing aids, and over-the-counter medications.

WHAT PROVIDERS NEED TO KNOW

No action is required from providers. The integration is designed to simplify and streamline backend processes for providers and their staff.

Eligible members: Community Health Choice members residing in Harris County who have full STAR+PLUS Medicaid benefits may enroll in the Community DualCare Aligned Fully Integrated D-SNP beginning January 1, 2027.

Open Enrollment: October 15 through December 7, 2026.

QUESTIONS

Please contact your Community Health Choice Provider Engagement Manager with questions or requests for assistance. Thank you for your continued partnership and support in coordinating our members' healthcare experience.