



## How can I change my health plan?

**STAR, STAR Kids and STAR Plus members: The Texas Medicaid program allows you to change your or your child’s health plan.**

- You can learn more by calling the Texas STAR Program Helpline at **1-800-964-2777**.
- You can request to change your health plan at any time for any reason. If you call to change your health plan on or before the 15th of the month, the change will take place on the first day of the next month.
- If you call after the 15th of the month, the change will take place the first day of the second month after your request. For example:
  - If you call on or before October 15, your change will take place on November 1.
  - If you call after October 15, your change will take place on December 1.

**CHIP members: The Texas Medicaid program allows you to change your or your child’s health plan.**

- You can learn more by calling CHIP toll-free at **1-800-647-6558**.
- During the first 90 days after you or your child are enrolled in a health plan, you can change to another plan once for any reason.
- If you show good cause, you can also change health plans at any time. An example of “good cause” is when you or your child can’t get the care you need through the health plan. An inadequate network or a change in the network status of your treating provider is also considered “good cause.”
- You can also change health plans during the annual CHIP re-enrollment period.

**Texas Children’s Hospital and Texas Children’s Physician Service Organization  
are in-network with the following Medicaid Health Plans**

STAR (Medicaid)	STAR Plus (Medicaid)	CHIP	STAR Kids (Medicaid)
Texas Children’s Health Plan Community Health Choice First Care Scott & White Superior United Community	First Care Superior United Community	Texas Children’s Health Plan Community Health Choice First Care Superior United Community	Texas Children’s Health Plan Superior United Community