

About Your Health



Welcome to El Paso Health

Welcome to the El Paso Health family! We are your local Managed Care Organization that has served members for over 22 years in the El Paso service area.

Since the beginning, our mission has been to build relationships with our members, providers, and partners who strengthen the delivery of health care in our community. As our member, you will continue to receive the care you need along with STAR+PLUS Medicaid benefits.

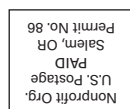
Being local means having service coordinators who are experienced and ready to work with you to tailor a health plan that will align with your everyday needs. Our bilingual staff is always ready to answer any questions or concerns you may have.

We are conveniently located in central El Paso, which means you can walk in knowing you will be greeted with care, respect, and attentiveness. We are extremely



humbled and excited to serve you and learn more about your health-care needs.

1145 Westmoreland Drive, El Paso, TX 79905



El Paso Health
PO Box 971100
El Paso, TX 79997-1100

How Member Services can help

At El Paso Health, we want to help you get the information you need to get on the right track. From getting a new ID card to finding a provider, we're here to help.

Our Member Services Representatives are ready to answer your questions from Monday to Friday, 8 a.m. to 5 p.m., at **1-833-742-3127**.

We can help you with:


- Explaining what services are covered.
- Getting the services you need.
- Choosing a Primary Care Provider, if you do not have one.
- Finding a doctor close to your home.
- Changing your Primary Care Provider.
- Getting new ID cards.
- Knowing what to do when you move out of the area.

Member Services can also:

- Connect you with your service coordinator.
- Transfer members to 211 to change your address or phone number.
- Assist with transportation services.



- Act as your patient advocate and listen to your complaints and concerns.
- Tell you about classes, health fairs, and other special events in your area.
- Inform you of what to do in case of an emergency.

 You can also visit our website at **www.elpasohealth.com/starplus** for additional information.

El Paso Health offers Healthy Rewards

As a STAR+PLUS member, you can receive additional benefits, and we are here to guide you through all available services. You will continue to receive the care you need, along with all applicable benefits, physician services, and options for home health services or nursing facility care.

Other STAR+PLUS benefits include Personal

Attendant Services and minor home modifications, like installation of ramps, grab bars, and widening doorways. El Paso Health also offers Value-Added Services such as home-delivered meals, extra dental services, extra vision services, extra over-the-counter (OTC) benefits, extra transportation services, and much more.



TO LEARN MORE ABOUT YOUR VALUE-ADDED SERVICES, please visit **www.elpasohealth.com/starplus**.

Who are member advocates, and what do they do?

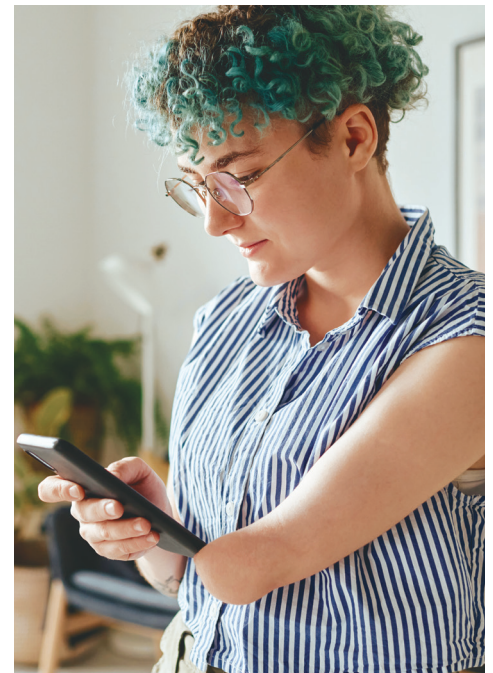
Member advocates are individuals who ensure every member's concerns or questions are answered in a timely manner. Our STAR+PLUS member advocates represent and advocate for the best interests of our members, serving as their voice within the organization.

The STAR+PLUS member advocates are responsible for serving as a liaison between the health plan, service coordinators, and providers to ensure availability and accessibility to appropriate care. Their dedication to our members goes beyond just answering questions or resolving concerns. Member advocates actively listen to our members with empathy and help find solutions that meet their health-care needs.

STAR+PLUS member advocates establish a community presence. They also promote and conduct member education by coordinating quarterly Member Advisory Group meetings. They serve as mediators, problem-solvers, and ambassadors for El Paso Health's values.



Member advocates are here to help make your experience with El Paso Health extraordinary. To talk to your member advocate, please call us at **1-833-742-3127**. We are here to serve you.



Important telephone numbers for STAR+PLUS members

Did you know that our services are just a phone call away? Feel free to call the numbers below to speak to a nurse, Service Coordination Hotline, or our Behavioral Health Crisis Line. A trained professional will answer your questions or concerns. Bilingual options are available.

Service Coordination Hotline:

1-833-742-3127, option 2

Nurse Hotline: **1-844-549-2826**

Behavioral Health Crisis Line:

1-877-377-2950

Pharmacy (members only):

1-833-742-3127, option 2

Dental: **1-866-975-2435**

Vision: **1-888-310-8037**

Relay Texas/TTY: **711**

After-hours help: **1-833-742-3127**

Getting in touch with your El Paso Health service coordinator

As a STAR+PLUS member, you have a service coordinator. They can help you access medical and behavioral health care and services. Your service coordinator is local and knows about resources in El Paso. They understand your health needs and can help with doctor visits, behavioral health-care visits, home care, and more.

Why contact your service coordinator?

- They explain your Medicaid benefits.
- They arrange services and appointments for you.
- They assist with reporting health condition changes.
- They answer health-care questions.

How to find your service coordinator's contact information

- Check your Welcome Packet and ID card for their contact details.
- Log in to the El Paso

Health Member Portal (www.elpasohealth.com) to find their contact information.

- If you're unsure whether you have an assigned service coordinator, call Member Services at **1-833-742-3127**.

Contact options

Service Coordination Hotline.

Call your service coordinator at **1-833-742-3127, option 2**, from 8 a.m. to 5 p.m. Mountain Time. Leave a voicemail if they're busy. This is the quickest way to get in touch.

Email. Send a non-urgent email with your full name, ID number, and what you need help with to **member@elpasohealth.com**.

Texting. If you have a cellphone, text your service coordinator.

In person. Visit the office at 1145 Westmoreland Drive, El Paso, TX 79925.

Important reminders

- For emergencies, call 911.

■ Your service coordinator can help with non-emergency issues.

■ Your service coordinator is here to help you get the care you need. Don't hesitate to reach out to them when you need help. Just call **1-833-742-3127, option 2**.

