

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

**Upcoming HHSC Member and Providers Webinars on the 2027
Integrated D-SNP Model Changes**

Background:

The Texas Health and Human Services Commission (HHSC) is hosting two webinars to inform dual eligible members and providers about the 2027 changes to the Integrated Dual Eligible Special Needs Plan (Integrated D-SNP) model requirements and plan options.

The Integrated D-SNP counties are Bexar, Dallas, El Paso, Harris, and Hidalgo.

This MCO Notice applies only to health plans that will operate a STAR+PLUS MCO and a D-SNP in Integrated D-SNP counties in calendar year 2027.

Action:

HHSC requests health plans distribute the attached provider and member flyers. At minimum:

- STAR+PLUS MCOs and D-SNPs in Integrated D-SNP counties must distribute the attached provider flyer to the MCO's or D-SNP's providers that serve dual eligible members living in an Integrated D-SNP county.
- D-SNPs must distribute the attached member flyer to the dual eligible members that the D-SNP is sending an Annual Notice of Change Cover Letter for the 2027 Medicare Open Enrollment period.

While not required, STAR+PLUS MCOs may distribute the attached member flyer to their dual eligible members that live in an Integrated D-SNP county.

When distributing the flyers, HHSC requests plans use appropriate communication channels, including but not limited to:

- Member and provider portals;
- Email communications;
- Physical mailings (if feasible); or
- Other electronic outreach methods.

Please ensure timely distribution so members and providers have adequate opportunity to register and attend.

Key Details:

Member Webinar Details:

- Date: Monday, Oct. 19, 2026
- Time: 2:00–3:00 p.m.
- Link: <https://register.gotowebinar.com/register/1568479083786624602>

Provider Webinar Details:

- Date: Wednesday, Oct. 21, 2026
- Time: 12:00–1:00 p.m.

- Link: <https://register.gotowebinar.com/register/7153284569841823832>

Questions?

If you have questions, please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.