

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

Update to COVID-19 Accommodations for the Member Appeal Process

Background:

On January 31, 2020, the Secretary of the U.S. Department of Health and Human Services declared that a public health emergency exists nationwide due to the novel coronavirus (COVID-19) outbreak. In response, the Texas Health and Human Services Commission (HHSC) implemented a flexibility to allow managed care members additional time beyond the required 60 days to request an appeal. Under this flexibility, members have 90 days to request an appeal.

Key Details:

HHSC is ending the additional 30 days a member has to request an appeal on March 31, 2023. For services provided up until March 31, 2023, we will continue to allow the additional 30 days. For services provided April 1, 2023, and ongoing, the normal policy of allowing 60 days will apply.

If you have any questions, please contact Customer Service at **888-887-9003**, Monday-Friday, 8 a.m. to 6 p.m. Central Time.