

MEMORANDUM

TO: All Contracted Providers
FROM: El Paso Health Medicare Advantage Dual (HMO D-SNP)
DATE: August 26, 2026
RE: Preparing for Dual Integration: What Providers Need to Know

Beginning January 1, 2027, El Paso Health will implement an integrated Medicare-Medicaid model for dual-eligible members (individuals eligible for Medicare and full Medicaid). This integration is designed to create a more seamless healthcare experience by improving coordination across, medical, behavioral health, long-term services and supports (LTSS), and pharmacy benefits.

Key Changes include:

Improved coordination between Medicare and Medicaid benefits for dual-eligible members.

Streamlined processes and resources to support providers in caring for members with complex healthcare needs.

Continues education and provider communications leading up to the implementation to ensure smooth transition.

What Providers should know:

- Verify your participation status for both El Paso Health Medicare D-SNP and Medicaid STAR+PLUS.
- Verify member eligibility to ensure claims are submitted to the appropriate line of business.
- Review updated billing and claims guidance as it becomes available. Become familiar with the integrated member ID card that dual members will begin using.
- Watch for upcoming provider bulletins, and training opportunities, including details on operational changes, member identification, care coordination processes and provider resources that will support the transition.

Over the coming months, El Paso Health will provide additional information, training opportunities and implementation updates to help providers prepare for the January 1, 2027 effective date. We appreciate your continued partnership and commitment to delivering high quality, and continuous care to our members.

For any questions related to this correspondence, please contact our Provider Relations Team via email at ProviderServicesDG@elpasohealth.com or call 1-833-742-3125