



08/11/2025

2025 Texas Flooding: Appeal and Continuation of Benefit Request Extensions

In response to the 2025 Texas flooding, Health and Human Services Commission (HHSC) directs CHIP, and STAR managed care organizations (MCOs) to extend the time you, legally authorized representatives or authorized representatives, have to request an appeal and continuation of benefits.

Dell Children's Health Plan's current policy provides you 60 days to request an internal appeal and 10 days to request continuation of benefits upon receipt of the adverse benefit determination.

In response to the 2025 Texas flooding, HHSC is requiring Dell Children's Health Plan to extend the time an impacted member has to request an internal appeal from 60 days to 90 days. Dell Children's Health Plan must extend the time you have to request continuation of benefits for adverse benefit determinations from 10 days to 30 days.

These changes must be applied immediately upon receipt of this notice to retroactively apply to requests received July 2, 2025 through Sept. 29, 2025. This will apply statewide and only at your request if you have been impacted by the 2025 Texas flooding. You must include in the appeal and continuation of benefits request that the need for the extension is a result of the 2025 Texas flooding.

HHSC will continue to monitor the situation and will release additional guidance if needed.

If you have any questions, please call Member Services at **1-855-921-6284 (TTY 7-1-1)**.