

Dual Special Needs Plan Transition

Frequently Asked Questions



On January 1, 2026, Superior HealthPlan will launch an aligned Dual Special Needs Plan (D-SNP) in TX, under the brand name *Wellcare By Superior HealthPlan*. Aligned D-SNPs, also called Applicable Integrated Plans (AIPs), are Medicare Advantage plans that have a model of care and benefits designed for dual eligible individuals with both Medicaid and Medicare, whose benefits must be managed by one healthcare organization.

Please note: There are many types of D-SNP plans (including fully integrated, highly integrated and coordinated plans), as well as plans that are aligned or unaligned. We encourage providers to visit the [CMS Medicare Manage Care Manual](#) to learn more about each type of plan. You may have patients who are in one of these other D-SNP plan types where integration, benefit design and coordination level varies.

The information in this FAQ applies specifically to our aligned D-SNP.

What is the name of the aligned D-SNP plan in my state?

- The aligned D-SNP in TX is *Wellcare By Superior HealthPlan*. You will see this name on all correspondence along with a new logo.
- The member ID cards will show the plan name as Wellcare Superior HealthPlan Dual Align (HMO D-SNP) coupled with the new *Wellcare By Superior HealthPlan* logo.

Will there be a change to payment schedules or rates?

- Connect with your local Provider Representative if you have questions about rate or payment schedules. To find their contact information please visit [Find my Provider Representative](#) webpage.

Where do I submit claims?

- Providers can login to Availity Essentials to manage claims and other tasks quickly and easily, including:
 - Submitting claims
 - Checking claims status
 - Submitting authorizations
 - Checking eligibility and benefits

If your organization is new to Availity, start by registering with Availity today through the [Availity Multi-Payer Portal Registration](#) webpage.

Additional options are outlined in your Provider Manual available on the provider website at go.wellcare.com/SuperiorTX.

How can I register for the provider portal?

- Providers can register for the provider portal by visiting [Superior's Secure Provider Portal](#).

Will there be any changes to member benefits?

- Any benefit changes will be reflected in the Annual Notice of Change (ANOC) document sent to members in September, whether they are new to a D-SNP plan or transitioning from another plan type.

How can I identify an aligned D-SNP member?

- Beginning January 1, 2026, members will present with an ID card that displays a new combined logo for Wellcare By Superior HealthPlan. The example below is illustrative of layout; actual layout may vary slightly based on plan:



Who do I contact with a question regarding the new aligned D-SNP?

- If you have questions about our aligned D-SNP, connect with your local Provider Representative.

For Providers in our Medicare-Medicaid Plan (MMP) network

What change is occurring with Medicare-Medicaid Plans (MMPs)?

- Following direction from CMS, Medicare-Medicaid Plan (MMP) will sunset by December 31, 2025. Members previously enrolled in an MMP will be eligible to transition to an aligned D-SNP plan beginning January 1, 2026.

How are members notified of the changes to their plan?

- Members currently enrolled in MMP through Superior will be notified through a letter that they are now enrolled into our aligned D-SNP plan effective January 1, 2026. Current members may also receive communication via phone, text message, and email from the plan to notify them of this change.

I am currently a contracted provider with MMP, will I have to sign a new contract to continue seeing my patients enrolled in the D-SNP plan?

- Connect with your local Provider Representative if you have questions about participation status in our network.

What will happen if I submit MMP claims after January 1, 2026?

- For dates of service prior to January 1, 2026, following Medicare requirements, providers will have 95 days, following that date of service to submit the claim.
- For dates of service after January 1, 2026, claims will need to be received within 95 days of the date of service and will be re-routed to the correct team internally for processing under the new aligned D-SNP plan.