

Superior HealthPlan's Foster Care Centers of Excellence (FCCOE) program is a network of trauma-informed medical homes staffed by medical providers with expertise in caring for children in foster care. These providers deliver comprehensive, coordinated care and collaborate with child welfare partners. The FCCOE program exists to ensure that STAR Health patients receive effective, efficient care, which addresses their unique needs, improves patient outcomes and promotes health and wellbeing.

Why do children in foster care need specialized medical homes?

Children involved with the child welfare system have higher rates of both chronic medical diseases and behavioral health needs. They have often experienced significant trauma prior to and during their time in foster care. In addition, children in foster care require exams upon entry into care, and periodically thereafter. Superior's FCCOE program is designed to provide high quality care to children and youth in foster care.

What is included in a FCCOE program?

- Trauma-informed care trained staff
- Designated staff to obtain medical records and access Health Passport
- Behavioral health resources
- Collaboration with child welfare partners
- Individualized care plans
- Comprehensive primary care

What are the benefits for children and caregivers when receiving care in a FCCOE program?

- Increased access to quality care
- A cohesive team working in unison to support members
- Increased access to specialists
- Integrated mental health services (many centers have behavioral health services on site)
- Expedited scheduling for 3-day and 30-day Texas Health Steps exams
- Child & Adolescent Needs & Strengths (CANS) assessment access and timely completion

What are the expectations of a FCCOE program?

- Medical homes will meet 32 best practice standards in order to receive designation as a FCCOE.
- Medical providers and administrators will participate in meetings with Superior Medical Affairs and STAR Health department (quarterly provider meetings, yearly site visits and interim meetings as designated by Superior).
- Medical homes will provide contact information for lead providers and administrators responsible for communication with Superior. Consistent and timely communication is expected to maximize program success.
- Medical homes will provide Superior with Tax Identification Numbers (TIN) and National Provider Identifiers (NPI) for each provider within a FCCOE for data collection purposes.

What can providers participating in the FCCOE program expect from Superior?

- Data sharing related to patient volume and outcomes for quality improvement purposes.
- Educational supports for providers and medical home staff through Centene Behavioral Training team, STAR Health leadership and the FCCOE team.
- Opportunities to participate in pilot programs to expand clinical services.
- Opportunities to participate in alternative payment models including pay for performance.
- Technical assistance regarding the care of children in foster care.
- Assistance with developing relationships with child welfare stakeholders.
- Direct contact with the Superior STAR Health department, including medical directors, STAR Health liaisons, STAR Health program leadership and FCCOE staff.

For any questions or more information, please contact Nathan Hoover, Senior Clinical Director, Behavioral Health Services in Superior's Medicaid Affairs department at (Nathan.Hoover@SuperiorHealthPlan.com).