



superior  
healthplan™

# STAR Health Training Tool Kit

## Service Management

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9/1/2017

# What is Service Management?



Service Management staff identify health care needs by completing general health screenings. Screenings are completed by phone when a child/youth enters foster care and also when they have a placement change.

Service Management staff can help by:

- Finding doctors and specialists
- Scheduling appointments
- Providing education on health concerns like asthma, depression, obesity, etc.
- Completing a health-care service plan with you, your child's primary medical doctor and other health care providers
- Following your child's progress and making sure they get the care they need
- Participating in hospitalization and discharge planning
- Providing health information for legal reviews, including court testimony (if needed)

# Specialized Programs



- Physical & Behavioral Health Complex Case Management (CCM)
- Transitioning Youth Program (TYP)
- Trauma Informed Care Training
- Physical & Behavioral Health Centralized Discharge Planning
- Start Smart for Your Baby OB (Case Management for children and pregnant women)
- Transplant Program
- Diabetes (Dual Case Management)
- Personal Care Services (PCS)

# Service Coordination



Service Coordination is for stable members who require minor assistance with a health need.

These members are followed by a degreed professional who:

- Coordinates access to all available services, including non-Medicaid services, community resources and waivers
- Finds providers and schedules appointments
- Assists caregiver in navigating processes
- Facilitates the sharing of health-care information as appropriate

# Service Management



Service Management is for members who have high health needs.

These members are followed by a clinical team member (LMSW, LPC, RN, etc.) who:

- Regularly makes telephonic contact with the caregiver
- Develops a health-care service plan within 45 days of enrollment
- Completes monthly case updates with the continued use of the general health screening
- Updates the service plan every 90 days, and at every placement change or inpatient admission, and uploads this to Health Passport.

# Service Management



Service Managers also have the following duties:

- Identify the health-care needs of each member and make recommendations to the caregiver
- Assist both providers and caregivers with any steps needed to get medically necessary services authorized
- Participate in pre-admission planning for non-emergency hospitalizations and discharge planning
- Upon request, will attend DFPS scan calls when children are changing placement
- Ensure information is received and shared appropriately among providers

# Complex Case Management



Complex Case Management (CCM) is for members who are readmitting to inpatient facilities.

- Members are enrolled in CCM when Superior HealthPlan receives claims indicating a child is in and out of the hospital and is not stabilizing.
- The goal is to stabilize the child in order to reduce the risk of readmission and return them to their designated Service Manager and foster placement.

# Complex Case Management



Service Managers with complex cases will assist a caregiver in the following ways:

- Communicate several times per week with the caregiver.
- If inpatient, begin discharge planning with the hospital to ensure appropriate plans to support the child's needs in the foster placement are in place.
- Ensure follow up with an outpatient behavioral health provider takes place within 7 days post-discharge.



# Other Specialized Case Management



STAR Health offers additional specialized Case Management programs targeted to members with specific health-care needs, including:

- OB Case Management for pregnant youth
- Disease Management for youth with asthma
- Disease Management for youth with intellectual or developmental disabilities
- Dual behavioral and physical health diabetes Case Management
- Transplant Service Management for youth waiting for a transplant

# How do I get Service Management?



- A caseworker, caregiver, residential provider, or PCP may request a member receive Service Management or Service Coordination **at any time.**
- If a caseworker, caregiver, or residential provider reports a child is struggling, ask if they have Service Management or Service Coordination.
- Ensure that all caregiver contact information is accurate in IMPACT. This will help Superior make contact with members that enrolled in Service Management.

**STAR Health Member Services**

**1-866-912-6283**

# Numbers to Remember



Superior Member Services	1-866-912-6283
Relay Texas/TTY (Hearing Impaired)	1-800-735-2989
Pharmacy Helpline (Prescription Drugs)	1-866-912-6283
Medical Transportation	1-877-633-8747
Eye Care	1-866-642-8959
Behavioral Health	1-866-912-6283
Dental Services (DentaQuest)	1-888-308-4766
Alcohol/Drug Crisis Line	1-866-218-8263
Connections (Additional Community Services)	1-866-912-6283
Member Advocate	1-866-912-6283
Medicaid Managed Care Helpline	1-866-566-8989
	TTD 1-866-222-4306

# Additional Resources



- If you need more help or aren't sure who to call, your Regional DFPS Well Being Specialist is available to assist you.

Regional DFPS Well Being Specialist			
Region	Name	Phone number	Email
1 & 10	Lissette Amparan	915-521-3976	Lissette.Amparan@dfps.state.tx.us
2 & 9	John Clymer	325-691-8248	John.Clymer@dfps.state.tx.us
3	Terri Wynn	817-543-3979	Terri.Wynn@dfps.state.tx.us
4 & 5	Shelly Allen	903-533-4345	Shelly.Allen@dfps.state.tx.us
6	Deborah Kumar-Misir	713-394-4134	Deborah.Kumar-Misir@dfps.state.tx.us
7	Magen Henderson	254-939-4267	Magen.Henderson@dfps.state.tx.us
8 & 11	Sheryl McCloney	409-730-4132	Sheryl.McCloney@dfps.state.tx.us