



## Welcome to STAR Health For Transitioning Youth

# Do you know your benefits?

## Financial Assistance:

Preparation for Adult Living (P.A.L.)- A program that helps youth develop skills and resources needed for adult life after foster care

Education Training Voucher (E.T.V.)-A program to help youth ages 16-23 begin, continue, complete post-secondary education and training programs by providing additional resources

## Tuition and Fee Waiver:

A program that exempts youth from payment of tuition at Texas schools of higher education.

## Transitional Medicaid:

Health coverage that includes medical, behavioral health, vision and dental services

## Transition Centers are just for you!

more info. on [www.dfps.state.tx.us](http://www.dfps.state.tx.us)



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# Did you know your legislature is working for you?

## 81st Legislative Changes:

- House Bill 1043 - Creates employment preferences at state agencies for former foster youth  
*effective September 1, 2009*
- House Bill 1912 - Creates the Transitional Living Services Program to assist youth 14 or older in the transition to independent living  
*effective September 1, 2009*
- Senate Bill 43 - Expands tuition waivers for dual-credit courses taken in high school for foster youth age 14 to 25  
*effective May 19, 2009*
- Senate Bill 939 - Expands tuition waivers up for higher education to age 25 for foster youth who were in care after age 14  
*effective June 19, 2009*



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# What is Texas Health Steps

Texas Health Steps is a preventative care program for youth under the age of 21. Texas Health Steps helps find and treat medical, behavioral health, dental and vision problems early. All initial screenings are performed by the Member's Primary Care Provider or other network Texas Health Steps Provider and should include screenings such as:

- Measurements (height, weight and infant head circumference)
- Developmental and Nutritional assessments
- Lead Screenings
- Immunizations
- Tuberculosis Test (often called TB)
  
- TB Screenings begin at age 12 months.
  - TB is an infectious disease that usually attacks the lungs, but it can attack almost any part of the body. TB spreads from person to person through the air.
  - There is a difference between being infected with TB and having TB disease.
  - A person with TB has the TB germs, or bacteria, in their body. The body's defenses are protecting them from the germs and they are not sick.
  - Someone with TB disease is sick and can spread the disease to other people. A person with TB disease needs to see a doctor as soon as possible.

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# Texas Health Steps Changes

## •Effective September 1<sup>st</sup>, 2010

- All children newly enrolled in the STAR Health Program will need a Texas Health Steps checkup within 30 days of enrollment.
- Annual medical checkups for existing Members age 36 months and older are due on the child's birthday.

## •Reminder:

- Requirements do not apply to members moving from placement to placement.
- New Members who are 6 months and over must have a dental checkup within 60 days of enrolling in the STAR Health Program.
- After that, EVERY child must have a dental checkup every six months through the age 20.

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# How do I get Transitional Medicaid?

- If you are age 18, 19, or 20 and leave Texas foster care:
  - Your caseworker will notify the Eligibility Specialist within *three days*
  - The Eligibility Specialist will determine if you meet requirements
  - You are certified for Transitional Medicaid when you leave foster care
- You do need to keep Jordan Young updated on when you move!!
- If you have any questions about eligibility or status, contact:  
Jordan Young, Texas Work Advisor III, Health and Human Services Commission  
1-800-248-1078 ext 8126 or directly at 512-908-8126

Mail changes to:  
HHSC CBS 954-X  
PO BOX 149030  
AUSTIN, TX 78714-9947



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# Do you know you have a choice?

## Traditional Medicaid

1. Coverage may be interrupted if you move
2. You may have difficulty locating doctors and specialists
3. Accessing Member's medical history can be difficult when you moves
4. You may need to see different health care providers for immunizations and checkups for Texas Health Steps
5. Some health care providers are not familiar with the special needs of youth in Conservatorship so they may not create the best plan for you
6. Typically there is no coordination of treatment between providers for youth with serious medical or mental health issues

## STAR Health

1. Provides statewide coverage
2. Member help line available 24 hours a day to locate doctors and specialists
3. 24-hour nurse line called NurseWise provides quick answers
4. A member can go to any Texas Health Steps provider in the Superior Health Plan Network for check ups and immunizations
5. Continuous training is given to all STAR Health providers in order to address the unique needs of youth in foster care
6. A service management team is available for all youth with serious medical and/or mental health issues



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# What is STAR Health?

- Star Health is a Texas Medicaid program that provides you health, behavioral, dental, and vision coverage

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# What does STAR Health Cover?

- Medical
- Dental
- Hospital Care
- Emergency Room
- Vision
- Hearing Exams/Hearing Aids
- Durable Medical Equipment (DME)
- Physical Therapy
- Lab Tests/X-Rays
- Transplants
- Family Planning
- Court Ordered Services
- Disease Management (Asthma)

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# What does STAR Health Cover?

## Behavioral Health

### Mental Health and Substance Abuse Benefits

- Inpatient
- Partial Hospitalization
- Intensive Outpatient
- Day Treatment
- Observation
- Rehabilitative
- Outpatient Therapy
- Telemedicine
- Disease Management (Depression)

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# What do I need to access services?

You will receive your own individual Superior Health Plan Network  
ID card

**SUPERIOR**  
Health Plan™

Embracing  
Every Child  
**STAR Health**

Member ID #:  
Member Name:  
Primary Care Provider  
Name:  
Phone:  
Effective Date:

Documentation in Health Passport is required\* when caring for STAR Health members. Please go to [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com) or [www.cenpatico.com](http://www.cenpatico.com). \*May not apply to members over the age of 18.

Service Coordinator/Coordinadora de Servicios: 1-866-912-6283  
Member Services/Servicios para Miembros: 1-866-912-6283  
Available 24 hours a day/Disponible las 24 horas del día  
Behavioral Health/Servicios de salud mental: 1-866-218-8263  
Available 24 hours a day/Disponible las 24 horas del día  
Vision Services/Servicios de la vista: 1-866-642-8959  
Dental Service/Servicios dentales: 1-866-287-3419

If you need emergency care, go immediately to the nearest Emergency Room. (Your doctor does not have to refer you for emergency care.)  
Si tiene una emergencia, vaya inmediatamente a la sala de emergencias más cercana. (No necesita un envío a servicios de su doctor para recibir atención de emergencia.)

If you have a medical question, call NurseWise® at 1-866-912-6283.  
NurseWise is open 24 hours a day – every day of the year.  
Si tiene una pregunta acerca de la salud, llama a NurseWise al 1-866-912-6283. NurseWise esta abierta las 24 horas del día/ todos los días del año.

If you lose your Superior ID card or need to choose a new Primary Care Provider, please call Member Services at 1-866-912-6283. A new ID card will be mailed to you.

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# What is a Primary Care Provider (PCP)?

- Your Primary Care Provider (PCP) will help you take care of all your health care needs. You can choose your Primary Care Provider or one can be assigned to you. You can pick from:
  - Pediatricians (only see children)
  - General/Family Practice (they see everyone in your family)
  - Internal Medicine (they usually see adults)
  - OB/GYNs (they see females)
  - Federally Qualified Health Centers
  - Health Clinics
- Your Primary Care Provider will send you to a Specialist if needed. A Specialist is a health care provider who provides “specialized” care for specific conditions and illnesses. Your Primary Care Provider will give you a “referral” to see a Specialist.
- Remember, you must see a STAR Health Provider for your health care needs. If you need to see a health care provider who is not in the STAR Health provider network, that health care provider needs to call us for an “out of network” authorization before you are seen.

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# What if I need help accessing Health Care Services?

If you need help at any time accessing and/or coordinating any health care service, please call

Physical Health - SHPN Member Services at 1-866-912-6283

Behavioral Health - IMHS Member Services at 1-866-218-8263

We are here to help you 24 hours a day, 7 days a week

- Locating health care providers in your area
- Helping you make an appointment
- Understanding your health care needs
- Helping you with other social services
- Accessing many other services such as WIC, TANF, etc.
- Choosing a Primary Care Provider

...and much, much more!

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# No Referrals Needed to:

- **OB/GYN Services (can also be a Primary Care Provider)**

- You can go directly to an SHPN OB/GYN for:
  - Annual Well-Woman Exams
  - Care for Pregnancies
  - Care for active gynecological conditions

*Remember: You do not need a referral from your Primary Care Provider for this service*

- **Family Planning**

- You can go to any Family Planning Provider (in or out-of-network)
- To locate a family planning provider, call SHPN Member Services at 1-866-912-6283
- DSHS Website: <http://www.dshs.state.tx.us/famplan/locator.shtm>

*Remember: You do not need a referral from your Primary Care Provider for this service*

- **Behavioral Health Services**

- You may go to any behavioral health provider in the IMHS Network

*Remember: You do not need a referral from your Primary Care Provider for this service*

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# STAR Health working for you!

- MemberCONNECTIONS Representatives
  - Initiate welcome calls
  - Help you find community resources
  - Answer initial questions about STAR Health program
- Member Services
  - Bilingual (English and Spanish)
  - Can help with Primary Care Provider selection and changes
    - \*Please remember only you can choose or change a Primary Care Provider\**
  - Provide additional ID Cards upon request
  - Help locating health care providers in your service area
  - Answer questions on STAR Health and our services

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# STAR Health working for you!

- Member Advocates
  - Assists Members, Caregivers, Medical Consenters, health care providers and Department of Family and Protective Service staff with the complaints and appeals process
- Service Management Teams
  - A program that provides special support services to help you manage all of your medical and behavioral care needs
  - There are many ways Service Management Teams can help you

*NOTE: Appeals, complaints and state fair hearings are time sensitive, please refer to your STAR Health Member Handbook or call Superior Health Plan Network Member Services at 1-866-912-6283*

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# How does STAR Health's Service Management Teams Help You?

- The Service Management Team can help by:
  - finding you a physician and helping you get an appointment
  - following your progress and helping make sure you get the care you need
  - working with you and your doctors to take care of any special health care needs
  - participating in your hospitalizations and discharge planning in the event you are hospitalized
- If you think you would benefit from Service Management or if you desire to learn more about Service Management, please call Superior Health Plan Network at 1-866-912-6283

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# Service Management Teams and Coordinating of Services

Service Management Teams can also help coordinate services for you with community agencies and programs such as:

- Early Childhood Intervention (ECI) Program
- Women, Infants and Children (WIC) Program
- Department of Assistive and Rehabilitative Services (DARS)
- Department of State Health Services (DSHS)
- School Health and Related Services (SHARS)
- Medical Transportation Program (MTP)
- Case Management for Children and Pregnant Women (CPW)

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# Prescriptions

## 1-800-252-8263

### Vendor Drug Program (VDP)

- Administered by the State of Texas
- All prescriptions may be filled at any pharmacy that takes Medicaid
- Remember to always take your Superior HealthPlan Network I.D. card and Medicaid card to the pharmacy
- Call the Pharmacy Services Department at 1-800-252-8263 for help
- Call Superior Health Plan Network Member Services at 1-866-912-6283 to locate a pharmacy nearby

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# Who do I contact at 3:00 am in an emergency?

- Contact your Primary Care Provider first
  - if you cannot reach your doctor or you want to talk to someone while you wait for your doctor to call you back call

NurseWise 1-866-912-6283

- Assists 24 hours a day, 7 days a week
- Staffed by registered nurses to help answer questions for example:
  - What to do if you are sick or in need of health care services
  - Answers questions about medications and dosages
- Staff are bilingual (English/Spanish) and the service is FREE!

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# What should I do if I have a Complaint?

We want to help! If you have a complaint, please call Superior Health Plan Network at

**1-866-912-6283**

- A Member Advocate can help file a complaint. Superior Health Plan Network will have a solution 30 days from the date you submitted your complaint. There is no time limit on filing a complaint.

## Appeal

- If you are not happy with the solution, you can file an Appeal. You **MUST** ask for an appeal within 30 days from the date of the original decision. You may request an appeal over the phone or in writing by contacting your Member Advocate.

## State Fair Hearing

- If you are not satisfied, you may ask for a State Fair Hearing any time during the Appeals process. You **MUST** ask for a fair hearing within 90 days from the date printed on the health plan's letter. All requests **MUST** be made in writing. The Health and Human Services Commission will make their final decision within 90 days from the date the Member asked for the fair hearing.

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# Do you know what to do if you become pregnant?

## STAR Health

### STAR Health Newborn Enrollment:

- If a woman is a Superior STAR Health Member at the time of delivery, the newborn is also a Superior STAR Health Member from the date of birth (excludes members enrolled as Former Foster Care Enrolled in Higher Education)

### Primary Care Provider For Newborns:

- To make a Primary Care Provider selection for the unborn child, all pregnant women are referred to Superior STAR Health Member Services at 1-866-912-6283
- All Providers are to direct the STAR Health mother to her DFPS Case Worker to ensure the newborn is officially enrolled in the STAR Health Program (with the exception of FFCHE Members)
- Newborns should receive a Medicaid ID number within 30 days of their birth
- Until that time, all claims related to the care of the newborn should be filed with the mother's Medicaid ID number



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# Do you know what to do if you become pregnant?

FFCHE members: (Former Foster Care in Higher Education)

## PLEASE REMEMBER!

- If you are a Former Foster Care in Higher Education Member who is pregnant or if you become pregnant while in this program, your baby will NOT automatically receive Medicaid
- You must apply for Medicaid for your baby as soon as your baby is born
- If you do not, your baby will not have Medicaid benefits

If you have questions, please call: Call toll-free 1-800-248-1078, Monday to Friday, 8 am to 5 pm



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# Medical Transportation Program

- Address: 125 E. 11th St., Austin, Texas 78701-2483  
Telephone: (877) 633-8747 (1-877-MED-TRIP)
- Fax: (512) 416-2838
- Email: [medtrans@dot.state.tx.us](mailto:medtrans@dot.state.tx.us)
- Web Site: [www.dot.state.tx.us/PTN/mtp/mtpome.htm](http://www.dot.state.tx.us/PTN/mtp/mtpome.htm)
- Hours: M-F 8am-5pm. Requests available.
- Services: Medical Transportation Program provides eligible customers transportation to authorized medical and dental care in a safe, prompt, and cost-effective manner.
- Cost of Services: NONE

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# Confidentiality

Superior Health Plan Network, by law, will keep your health records and medical information private. Your discussions with providers are also kept private. Superior Health Plan Network will always make sure that any sharing of medical records will meet all State and Federal confidentiality laws.

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# Did You Know?

## Helpful websites:

[texasyouthconnection.org](http://texasyouthconnection.org)

[www.thn.org](http://www.thn.org) (Texas Homeless Network )

[how-to-study.com](http://how-to-study.com) (suggestions on subjects for example: how to take notes in class, developing good listening skills, strategies for taking tests, and more )

<http://gary.jobcorps.gov/home.aspx>

[www.fostercarealumni.org](http://www.fostercarealumni.org)

[www.texasfosteryouth.org](http://www.texasfosteryouth.org)

[www.caseylifeskills.org](http://www.caseylifeskills.org)

[www.fostercaretx.com](http://www.fostercaretx.com)

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# HOTLINES to Remember

Superior HealthPlan Network	1-866-912-6283
IMHS (Behavioral Health)	1-866-218-8263
Delta Dental (Dental Services)	1-866-287-3419
TVHP (Vision Services)	1-866-642-8959
NurseWise	1-866-912-6283
Medical Transportation Program	1-877-633-8747
Vendor Drug Program (Prescriptions)	1-800-252-8263
Health Passport Help Desk	1-866-714-7996
To Report Abuse/Neglect of a child	1-800-252-5400
The Texas Youth Hotline	1-800-210-2278

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# Thank You!

Superior HealthPlan Network  
STAR Health Program  
1-866-912-6283

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