



Welcome
to
STAR Health
Superior HealthPlan Network

What is STAR Health?

Star Health is a Medicaid managed health-care program that provides medical, behavioral health, dental and vision care to most children and youth in Department of Family and Protective Services (DFPS) conservatorship.

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Why STAR Health?

- **Your voice was heard!!**
 - Easy access to health care.
 - Help with coordinating health care.
 - Establish a medical home (Primary Care Provider).
 - Emergency support and services.
 - Better access to dental, vision, and specialty services.

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Why STAR Health?

- **Children in DFPS conservatorship have greater health-care needs because they may:**
 - Be abused or neglected.
 - Need more behavioral health services.
 - Need more help in treatment with asthma.
 - Have developmental delays.

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Who STAR Health Serves

STAR Health serves most children and young adults:

- In Foster care.
- In Kinship care.
- Who choose to remain in a paid foster care placement up through the month of their 22nd birthday.
- A waiver program. (CWP, CLASS, HCS, DBMD, MDCP, TxHmL)
- Who aged out of foster care at age 18 and are eligible for Medicaid services. STAR Health coverage may be provided through the month of the Members 21st birthday.
- Former Foster Care in Higher Education (FFCHE)

STAR Health services begin immediately upon entry to DFPS conservatorship

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Who is NOT eligible for STAR Health?

Children and young adults who are:

- Adopted.
- In the Texas Youth Commission facilities.
- In the Texas Juvenile Probation Commission facilities.
- From other states and placed in Texas.
- In Medicaid – paid facilities such as nursing homes, state supported living centers, or intermediate Care Facilities for Mentally Retarded Persons (ICF-MR).
- Dual eligible clients (Medicaid/Medicare).
- Placed outside of Texas.
- Hospice.

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To meet the needs of children in DFPS conservatorship, Superior HealthPlan Network (SHPN) will work closely with:

- The adult who approves the child's medical care (medical consenters).
- Foster parents and other caregivers.
- Doctors and mental health professionals.
- DFPS staff.
- Guardians, attorneys ad litem, and judges.
- Child placing agencies.
- Residential treatment centers and other facilities.

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How STAR Health is Different

- Children are eligible for Medicaid within 24 hours of entering state conservatorship.
- Fewer interruptions to care when children move.
- Member help line available 24 hours a day to locate doctors and specialists.
- Health Passport provides statewide electronic access to a child's medical and administrative information.
- 24-hour Nurseline (NurseWise) provides quick answers.

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- Can go to any Texas Health Steps provider in Superior HealthPlan Network for check ups and immunizations.
- STAR Health doctors and specialists are continuously trained on the unique needs of children and young adults in state conservatorship.
- Service Management Team available for all children with serious medical and/or mental health issues.
- Caregivers may contact Superior HealthPlan Network for help finding services.

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STAR Health Benefits

- Medical
- Dental
- Hospital Care
- Emergency Room
- Vision
- Prescriptions (Medicaid Vendor Drug Program)
- 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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STAR Health Benefits (cont.)

Behavioral Health

Mental Health and Substance Abuse Benefits

- Inpatient Services
- Partial Hospitalization
- Intensive Outpatient
- Day Treatment
- Observation
- Rehabilitative Services
- Outpatient Therapy
- Telemedicine
- Disease Management (Intellectual Developmental Disabilities)
- Complex Case Management

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Prescriptions

Medicaid Vendor Drug Program (VDP)

1-800-335-8957

- Administered by the State of Texas.
- Prescriptions filled at any pharmacy that accepts Medicaid.
- Always take your child's Superior I.D. card, Medicaid Form 3087 and DFPS form 2085 B or C to the pharmacy.
- **Call Vendor Drug at 1-800-335-8957 for help.**
- Call Superior Member Services at **1-866-912-6283** to find a nearby pharmacy.

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What is Texas Health Steps

Texas Health Steps is a comprehensive preventative care program for all Medicaid-eligible children under the age of 21. Texas Health Steps helps find and treat medical, behavioral health, dental and vision problems early. All initial screenings are to be 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 is spread from person to person through the air.
 - There is a difference between being infected with TB and having TB disease.
 - Someone who is infected 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 1st, 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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Texas Health Steps: Kinship Focus

Kinship caregivers not only include relatives, but also close family friends, and others who have a long-standing relationship with the children placed under the legal custody of DFPS.

- Data indicates that approximately one-third of children in kinship care placements receive their Texas Health Steps checkup within 30 days.
- Barriers include:
 - Family situation
 - Lack of flexibility related to work hours
 - Transportation
 - Finances
 - Known family medical history
- Superior can assist by:
 - Scheduling Texas Health Steps Appointments
 - Referring the Member to the Medical Transportation Program
 - Providing Value Adds for transportation assistance

**For More information, contact Superior's Kinship Outreach Specialists
at 1-866-912-6283**

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How STAR Health's Service Management Teams Help You and Your Child

Service Management Teams help you manage all your child's medical and behavioral care needs by:

- Finding doctors and specialists for you and setting up appointments as soon as possible.
- Developing a plan of care by working with you and your child's doctor and other providers.
- Following each child's progress and making sure the child gets the care needed.

If you think your child would benefit from Service Management Teams or you want more information, please call SHPN at 1-866-912-6283.

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How STAR Health's Service Management Teams Help You and Your Child

Service Management Teams help you manage all your child's medical and behavioral care needs by:

- Working with families, doctors, and specialists to treat children with special health care needs.
- Participating in hospitalizations (to include court ordered admissions) and discharge planning.
- Providing health information as needed for legal reviews, including court testimony.

If you think your child would benefit from Service Management Teams or you want more information, please call SHPN at 1-866-912-6283.

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Service Management Teams and Service Coordination

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

- Women, Infants and Children (WIC) Program
- Department of Assistive and Rehabilitative Services (DARS)
 - Early Childhood Intervention (ECI) Program
- 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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New Private Duty Nurse Ratios

Superior will begin new Private Duty Nursing (PDN) ratios as required by the legislature. Beginning November 1, 2011, Superior will review each PDN request for:

- medical necessity
- appropriate hours
- additional information to see if 2 or 3 children can be cared for by one nurse based on the child's current condition.

This change will begin with any new request, any request for a change in hours, and any request to continue private duty nursing.

Please call Member Services if you have any questions
1-866-912-6283

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How SHPN Coordinates Care

- Member CONNECTIONS
 - Initiate welcome calls.
 - Identify community resources.
 - Answer initial questions about STAR Health program.
 - Assist in scheduling Texas Health Steps Checkups.
- Texas Health Steps Coordinator
 - Monitors Texas Health Steps Checkups
 - Sends post card reminders for all due and over due Texas Health Steps services.
 - Works with Service Management Teams to access services within Texas Health Steps, ECI, and DFPS timelines.

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How SHPN Coordinates Care

- **Member Services**

- Bilingual (English and Spanish).
- Help with picking or changing primary care providers.

** Please remember only Medical Consenters can choose or change a primary care provider**

- Provide additional ID Cards upon request.
- Help locate health-care providers in your service area.
- Answer questions on STAR Health and our services.

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

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How SHPN Coordinates Care

- **Member Advocates**
 - Assists members, caregivers, medical consenters, health-care providers, and DFPS staff with the complaints and appeals process.

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

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How do I get services?

Each STAR Health member will receive a Superior Identification (ID) Card

SUPERIOR HealthPlan™

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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 or 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 dia
Behavioral Health/Servicios de salud mental: 1-866-218-8263
Available 24 hours a day/Disponible las 24 horas del dia
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 doctor, just call Member Services at **1-866-912-6283**. A new ID card will be mailed to you.

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How do I get services?

- * Superior ID Card (Superior)

- * Medicaid Form 3087 (DFPS)

- You will continue to receive a Medicaid form as you do now.
- Superior does not issue Medicaid forms – contact DFPS.

- * DFPS Form 2085 B or C (DFPS)

Caregivers receive at placement. It lists the medical consentor and has the DFPS ID number. Doctors use this form to verify the child's eligibility and medical consentor.

- Letter of Eligibility (Superior)

Contact Member Services at **1-866-912-6283** for a letter of eligibility to be sent to your healthcare provider.

*You MUST take your Superior ID card and Medicaid Form 3087 to all medical visits.
Please bring DFPS Form 2085 B or C to your first visit with a medical provider.*

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How SHPN can help you get health services

Need help finding or coordinating health care?

- Physical Health – Superior Member Services at 1-866-912-6283.
- Behavioral Health – Cenpatico Member Services 1-866-218-8263.

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

- Choose a doctor.
- Locate doctors in your area.
- Make a health-care appointment.
- Understand your health-care needs.
- Get social and other services.

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STAR Health Member Handbook

- Answers many important questions about how to get STAR Health benefits.
- For additional copies, or if you need the information on audio tapes, CDs, large print, Braille or any other language, please call **SHPN Member Services at 1-866-912-6283.**

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What is a Primary Care Provider?

Your primary care provider is the doctor or clinic that takes care of your child's health-care needs and makes referrals to specialists.

You must pick a primary care provider for each child receiving STAR Health. You can pick from:

- Pediatricians (doctors who only see children).
- General/Family Practice (doctors who can see everyone in your family).
- Internal Medicine (doctors who usually see adults only).
- OB/GYNs (doctors who see females).
- Federally Qualified Health Centers .
- Health Clinics.

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Taking a child to a specialist

- Your child's doctor (primary care provider) will send your child to specialists when needed. A specialist is a doctor who provides "specialized" care for specific conditions and illnesses. Your doctor will give you a "referral" for the child in your care to see a specialist.
- Usually, you will take your children to a Superior HealthPlan Network doctor. If your child must see a doctor who is not with SHPN, you will need to get approval before the visit.

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Some services do not need referrals

- **OB/GYN Services (can also be a primary care provider)**
 - Teenagers and young women can go directly to an SHPN OB/GYN for:
 - Annual Well-Woman Exams.
 - Care for pregnancies.
 - Care for active gynecological condition.
- **Family Planning**
 - Teenagers and young adults can go to any family planning provider (it does not matter if this provider is with SHPN or not)>
 - To locate a family planning provider, call **Superior Member Services** at 1-866-912-6283 or see the DSHS website: <http://www.dshs.state.tx.us/famplan/locator.shtm>
- **Behavioral Health Services**
 - Your child may go to any provider in the Cenpatico Network.

Remember: You do not need a referral from your child's primary care provider for the three services listed above!

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Routine Care

- **Routine (regular check ups, etc.)**
 - Routine medical and behavioral health care appointments within 14 days of request.
 - Specialty medical care appointments within 30 days of request.
 - Pregnancy health care appointments within 14 days of request, or within 5 days in special circumstances.

Before seeing any out of network or out of state providers, you MUST contact SHPN or Cenpatico

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Urgent and Emergency Care

- **Urgent – (earache, fever, cough, cold, flu)**
 - Appointment within 24 hours of request.
- **Emergency – Immediate care for times when:**
 - Your child's health is in serious danger.
 - Problems with your child's health could cause serious injury, permanent damage or deformity.
 - In the case of a pregnant woman, the health of the baby is in serious danger.

*****Before seeing any out of network or out of state providers, you MUST contact SHPN or Cenpatico*****

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Who can I contact at 3:00 a.m. if I have an emergency?

Always contact your doctor (primary care provider) first.

If you can't reach your child's doctor or want to talk to someone while you wait for the doctor to call back:

- Call **NurseWise** at 1-866-912-6283.
 - Assists 24 hours a day, 7 days a week.
 - Staffed by registered nurses to help answer questions like:
 - What to do if your child is sick or is in need of healthcare services.
 - How much medicine to give your child.
 - Staff are bilingual (English/Spanish) and the service is FREE!

*** Please always make sure to follow your child placement agency's policies and procedures!***

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Suicide Prevention

Suicide Prevention Lifeline

1-800-273-8255

A Parent & Teen Guide to Recognizing Suicide Warning Signs
(Pamphlet)

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Children with Special Health-care Needs

- Children with special health-care needs, a disability, or a chronic/complex condition have direct access to specialists without seeing the child's primary care provider.
- If you need to see a health-care provider that is not with SHPN, the provider must call SHPN for authorization before your child is seen or SHPN can arrange an appointment with a specialist.
- If you think your child has a special need and would benefit from Service Management, call Member Services at **1-866-912-6283**. Your Service Manager will:
 - Help you get the care and services your child needs.
 - Develop a care management plan with you and your child's doctor.
 - Answer health-care questions.

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Disease Management

STAR Health offers extra services to children who suffer from asthma or intellectual developmental disabilities. Specialized teams work with caregivers to make sure the child's medication is taken properly, and to coordinate appointments with specialists.

- **Asthma**

- Identify the causes of asthma.
- Help caregivers manage child's asthma.
- Teach child and caregivers how to prevent episodes and identify triggers.
- Create a plan with the child, doctor, and caregivers to help control the disease.

- **Intellectual Developmental Disabilities Health Management Program**

- Specialized program for children in Foster Care who have a diagnosis of Mental Retardation, Autism, Asperger's, or Pervasive Development Disorder
- Referrals to appropriate providers who utilize interventions consistent with best practices for this population
- Referrals to interest lists for appropriate waiver programs if applicable
- Referrals to DFPS Disability Specialist
- Review of potential needs for guardianship/ coordination with community groups

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Health Passport

The Health Passport:

- Helps you get health information for the children in your care.
- Can help you learn more about your child's health history, current health status and health problems.
- Doctors, medical consenters, and some DFPS and Health and Human Services Commission (HHSC) staff can also use the Health Passport.

Just go to www.fostercaretx.com Follow the link to “sign up”.
Registration is fast and easy.

Note:

- *If you are a child's caregiver but do not have medical conserter rights, you will not be able to use Health Passport.*
- *Medical Consenters who are not DFPS staff cannot access behavioral health notes.*

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Health Passport, cont.

The Health Passport gives you helpful information including:

- Prescriptions – a list of prescriptions that were filled at a pharmacy.
- Lab results.
- Immunizations.
- Allergies.
- Visit History – information about your child’s past doctor’s visits.
- Just go to www.fostercaretx.com

Note:

➤ *Health Passport is not available to FFCHE Members.*

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The STAR Health Difference

There may be times when your child's doctor requests services that may not be medically necessary. But before a service is denied:

- SHPN will contact you, the caregiver, the medical consentor, DFPS staff, and the health-care provider requesting the service(s).
- We will ask questions about the reasons for requesting the services.
- We may be able to give you additional information that can help with the approval process or with the development of other care options to meet your child's needs

SHPN will also let the medical consentor/and or caregiver, and the DFPS caseworker know what is happening with the request. We will always keep you informed.

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What should I do if I have a Complaint?

We want to help!! If you have a complaint, please call SHPN at
1-866-912-6283

A Member Advocate can help file a complaint. SHPN 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 ask for 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 State Fair Hearing within 90 days from the date printed on the SHPN letter. All requests **MUST** be made in writing. HHSC will make the final decision within 90 days from the date the Member asked for the fair hearing.

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Communication and Privacy

- SHPN will coordinate the sharing of child's health information between caregivers, medical consenters, DFPS workers, courts and all health-care providers (as appropriate) to guarantee that all your child's health-care needs are met.
- SHPN, by law, will keep your child's health records and medical information private. Your discussions with the doctors or other health-care providers are also kept private. SHPN will always make sure that any sharing of medical information will meet all state and federal confidentiality laws.

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HELP LINES to Remember

Superior HealthPlan Network	1-866-912-6283
Cenpatico (Behavioral Health)	1-866-218-8263
Delta Dental (Dental Services)	1-866-287-3419
Total Vision Health Plan (TVHP) [Vision Services]	1-866-642-8959
NurseWise	1-866-912-6283
Medical Transportation Program	1-877-633-8747
Vendor Drug Program (Prescriptions)	1-800-335-8957
Health Passport Help Desk	1-866-714-7996
To Report Abuse/Neglect of a child	911 (Emergency) 1-800-252-5400

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Thank You!

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

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