



superior  
healthplan™

# STAR Health

*Foster Care Program*

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3/26/2018

# What is STAR Health?



STAR Health is a managed healthcare program that provides Medicaid benefits to most children and youth in the Texas Department of Family and Protective Services (DFPS) conservatorship.

Benefits include services like:

- Medical care
- Behavioral health
- Dental
- Vision
- Pharmacy benefits

**STAR Health Member Services 1-866-912-6283**

# Why STAR Health?



Children in foster care have greater healthcare needs because they may:

- Have been abused, neglected and/or been at risk
- Need more behavioral health services
- Need more help in managing their health conditions
- Have developmental delays

With STAR Health from Superior, children and youth in foster care have:

- Easier access to healthcare statewide
- Help in scheduling appointments and coordinating services
- A Primary Care Provider (PCP) and establish a medical home
- Emergency support available 24 hours a day
- Better access to dental, vision and specialty services

# STAR Health Members



Superior STAR Health serves most children and young adults:

- In foster care
- In Kinship care
- Who choose to remain in a paid foster care placement (through the month of their 22<sup>nd</sup> birthday)
- Who aged out of foster care at age 18 and are eligible for Medicaid services (through the month of the member's 26<sup>th</sup> birthday)

# Excluded Individuals



Children and young adults who are:

- Placed in Texas Juvenile Justice Department facilities
- Placed outside the state of Texas
- From other states and placed in Texas
- Placed in Medicaid paid facilities such as nursing homes, state supported living centers, or the Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IDD)
- Dual eligible (Medicaid and Medicare clients)
- Adopted or receiving adoption subsidies
- Declared Manifestly Dangerous
- In hospice

# The Patient Protection and Affordable Care Act



Beginning January 1, 2014, through the Affordable Care Act (ACA) Texas will provide Medicaid benefits to adults under age 26 who were receiving Medicaid when they aged out of foster care at age 18 or older. This program is called the Former Foster Care Children Program (FFCC).

To get benefits with the FFCC program, they must:

- Have been in foster care on their 18<sup>th</sup> birthday
- Be 18-25 years old
- Have been getting Medicaid when they left foster care and
- Be a U.S. citizen or legal immigrant

FFCC members will receive health care benefits in two separate programs based on their age:

- Members who are 18-20 years old will continue to get their benefits in the Superior STAR Health program unless they want to change to a STAR plan.
- Members who are 21-25 years old will get their Medicaid benefits through a STAR plan of their choice.

***NOTE: There is no income, asset or educational requirements to qualify for the FFCC program.***

# STAR Health Collaboration



Superior STAR Health staff will work closely with those authorized to share information about your child's health status and treatment. Through our collaboration, we can work to ensure that your child's healthcare needs are being met.

We will work closely with:

- Medical Consenters
- Foster parents
- DFPS staff
- Child Placing Agency staff
- Residential treatment centers, shelters and other facilities
- Guardians, attorneys ad litem and judges
- Doctors and mental health professionals

# Welcome Phone Calls



When a child enters foster care and is new to the Superior STAR Health program, our Member Connections staff will call them.

During this call, we can help members:

- Select or change their PCP
- Answer benefit questions about the STAR Health program
- Identify community resources (if needed)
- Schedule a Texas Health Steps checkup appointment
- Complete General Health Screening

Texas Health Steps is health care for children birth through age 20 who have Medicaid, providing free medical checkups starting at birth and free dental checkups starting at 6 months of age. Checkups can help find health problems before they get worse and harder to treat.



# Texas 3 in 30 Rollout



- Senate Bill 11
  - CPS Medical Services
- Community meetings
- Webinars
  - Liaisons
  - Account Managers
  - Texas Training Team
- For more information, check out <http://www.fostercaretx.com/newsroom/3-in-30-for-star-health-members-beginning-in-april.html>



| Dates           | Regions         |
|-----------------|-----------------|
| April 1, 2018   | 1, 7, 9 and 10  |
| June 1, 2018    | 3, 3E and 3W    |
| August 1, 2018  | 4, 5, 6A and 6B |
| October 1, 2018 | 8 and 11        |

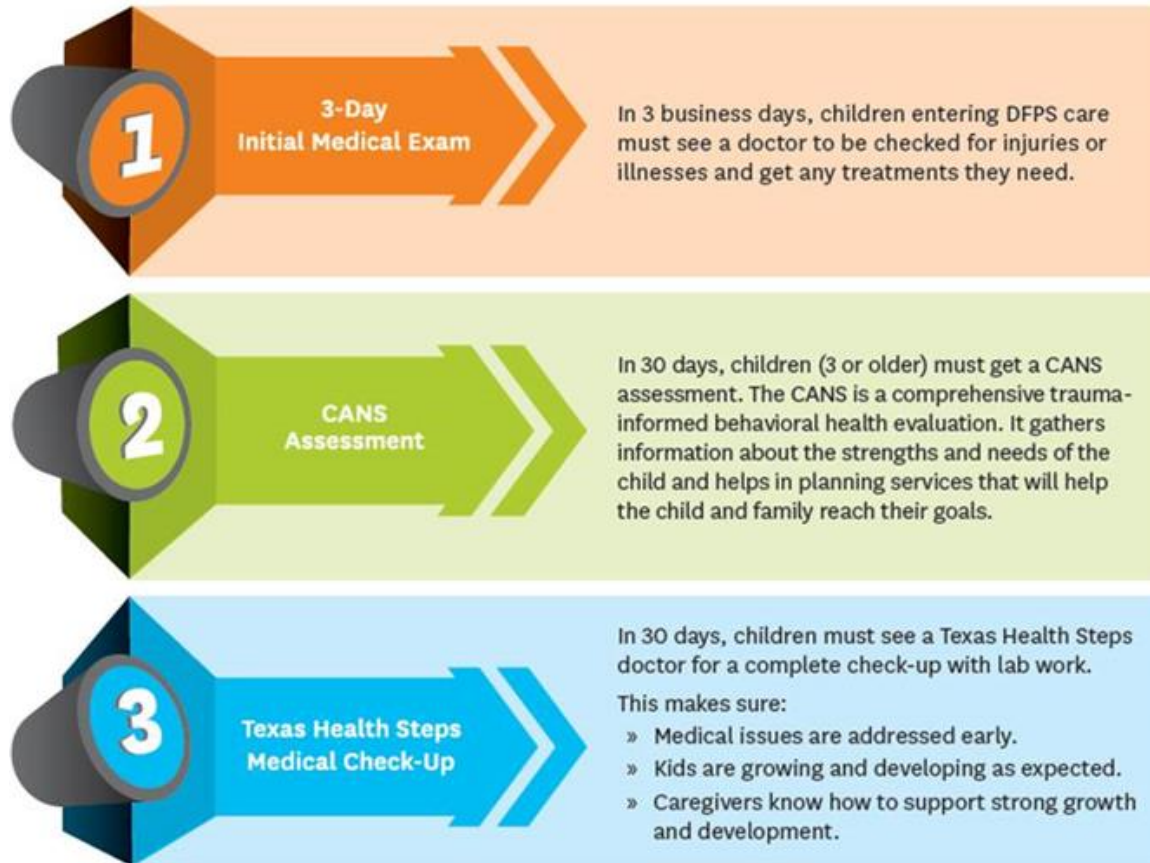
# 3 in 30 Toolbox Partners



- DFPS Medical Services Internet and Safety Net
  - Medical Services
  - Well Being
- For additional assistance and questions, email

[DFPSStarHealth3in30@dfps.state.tx.us](mailto:DFPSStarHealth3in30@dfps.state.tx.us)

# Care for Children is 3 in 30



# 3 in 30 from Senate Bill 11



- **GOAL – Remove barriers to care**
- To schedule these services call Superior at 1-866-912-6283. You can speak with:
  - Member Services
  - Service Coordination
  - Service Management
- If you don't have your ID card, call us. We can help you in real time. We can call and fax your proof of eligibility.

# A Closer Look at 3 in 30



The 3 in 30 combines three separate, critical tools for assessing medical, behavioral and developmental strengths and needs of children and youth entering DFPS conservatorship.

| Requirement                                     | Timeline   |
|---|--|
| 3-Day Medical Exam                              | Within 3 business days of removal.   |
| Child & Adolescent Needs & Strengths Assessment | Within 30 days of removal and annually thereafter.                                   |
| Texas Health Steps Medical Checkup              | Within 30 days of removal and due annually thereafter based on the child's birthday. |
| Texas Health Steps Dental Checkup               | Within 60 days of removal and every 6 months thereafter.                             |

# 3-Day Medical Exam



By Texas law:

- Children and youth are not allowed to get vaccinations at the 3-Day Medical Exam.
- The tetanus vaccination can be given if there is an emergent need.
- If a vaccination other than a tetanus shot is needed, the medical provider must get parental consent for the vaccination directly from the parent.

NOTE:

- This applies to all youth entering foster care because it is in their best interest.
- The medical screening must be done for each child within 3 business days of removal.
- This does not replace the Texas Health Steps medical checkup or the Child and Adolescent Needs and Strengths (CANS) Assessment.

# Exceptions to 3-Day Medical Exam



- Child was removed from or while in a medical setting, such as a hospital
- Child was taken to the ER or an urgent care clinic due to emergent or urgent medical needs for immediate medical attention
- Child was removed from or while in a psychiatric or behavioral health setting

## NOTE:

- Emergency visits for the 3-Day Medical Exam are costly and not the recommended way to meet this requirement.
- Call Superior Member Services at 1-866-912-6283 if you need help.
- If you have no other choice, go to an urgent care clinic before you go to the ER to get the 3-Day Medical Exam.

# Compliance



- The 3-Day Medical Exam is an additional medical screening that wasn't required until now.
- As of December 31, 2018, all children regardless of legal or placement region will be required by law to have the 3-Day Medical Exam.



# CANS 2.0: Child & Adolescent Needs & Strengths Assessment



| WHO   | WHAT  | WHERE   |
|---|---|---|
| <ul style="list-style-type: none"><li>• Call Superior at 1-866-912-6283. A Member Connections Representative will help with coordination of care. They can help Medical Consenters schedule assessments.</li><li>• Used for children and families by Superior providers</li><li>• Training is given by The Praed Foundation</li></ul> | <ul style="list-style-type: none"><li>• CANS 2.0 Texas Comprehensive Child Welfare</li><li>• Training is \$12</li><li>• Discount coupon codes can be requested for groups of 5 or more. Email Lauren Schmidt, Distance Learning Operations Lead, Chapin Hall at <a href="mailto:lschmidt@chapinhall.org">lschmidt@chapinhall.org</a>.</li></ul> | <ul style="list-style-type: none"><li>• Training available at <a href="http://www.tcomtraining.com">www.tcomtraining.com</a> and/or <a href="http://www.praedfoundation.org">www.praedfoundation.org</a>.</li><li>• eCANS access is available from Chapin Hall at <a href="mailto:lschmidt@chapinhall.org">lschmidt@chapinhall.org</a>.</li><li>• Access to records are available at Texas Health Passport at <a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a> and <a href="http://www.FosterCareTX.com">www.FosterCareTX.com</a>.</li><li>• To promote referrals, Superior providers can email their NPI number and Certificate of Completion to <a href="mailto:txcans@centene.com">txcans@centene.com</a>.</li></ul> |

# Training to Support 3 in 30



- [www.envolveU.com](http://www.envolveU.com)
- [www.txhealthsteps.com](http://www.txhealthsteps.com)
- Growing CANS 2.0 network
- Monthly learning collaborative
- Ongoing web based orientation
- Fast referrals

# Texas Health Steps



All children enrolled in Superior's STAR Health program need a Texas Health Steps checkup within 30 days of enrollment.

All Texas Health Steps screenings must be performed by a Texas Health Steps provider in Superior's provider network and should include screenings such as:

- Measurements (height, weight and infant head circumference)
- Developmental and nutritional assessments
- Lead screenings
- Immunizations
- Tuberculosis testing (often called TB)

**REMINDER:** Annual medical checkups for existing members age 36 months and older are due annually based on the child's birthday. For children younger than 36 months, checkups are due more often, based on the Texas Health Steps periodicity schedule.

Call us if you need help scheduling a Texas Health Steps checkup.

# Getting STAR Health Benefits



## Superior ID Card

- Every Superior STAR Health member will receive a Superior identification (ID) card in the mail.
- Contact Superior STAR Health Member Services to get a new ID card or to pick a PCP.

## Texas Benefit Medicaid Card

- Children who are enrolled in a Texas Medicaid program will receive a Texas Benefit Medicaid Card.
- Contact your DFPS caseworker if you need one.

## DFPS Form 2085 B or C


- Doctors can use this DFPS form to verify your child's Medicaid eligibility and also identify who the medical consentor is.
- Contact your DFPS caseworker if you need a new one.

# ID Card



## Welcome to Superior HealthPlan!

*¡Bienvenido a Superior HealthPlan!*

|  |   |
|--|---|
| <b>Embracing Every Child</b><br><small>STAR Health</small>   |  |
| MEMBER ID #:<br>MEMBER NAME:                                 | RXBIN: 004336<br>RXPCN: MCAIDADV<br>RXGRP: RX5458<br>PBM: Envolv Rx               |
| PRIMARY CARE PROVIDER<br>NAME:<br>PHONE:<br>EFFECTIVE DATE:  |   |
| <hr/> <a href="http://FosterCareTX.com">FosterCareTX.com</a> |   |

*Remove your ID card.  
Retire la tarjeta de identificación.*

We are pleased to have you as our member. Attached, you will find your membership ID card. Please check the card closely to make sure all details on the card are correct. If there is a mistake on the card or if you have any questions about Superior, please call Superior Member Services at **1-866-912-6283**.

Nos complace tenerlo a usted como nuestro miembro. Adjunta, encontrará una tarjeta de identificación de membresía. Por favor, revise la tarjeta muy atentamente para asegurarse de que todos los detalles sean correctos. Si hay algún error en la tarjeta o si tiene alguna pregunta sobre Superior, por favor llame al Servicios para Miembros de Superior al **1-866-912-6283**.

[FosterCareTX.com](http://FosterCareTX.com)

SHP\_20151066

Questions?  
¿Preguntas?  
Call / Llame al  
1-866-912-6283

## Each Superior STAR Health member will receive an ID card.

# ID Card



## **Embracing Every Child** STAR Health

**IMPORTANT:** Selecting a Primary Care Provider (PCP) is very important. If you do not already have a doctor, or if the doctor on your ID card is incorrect, please call Member Services at **1-866-912-6283**. We will be more than happy to help you choose a doctor.

Always carry your Superior ID card. Your health care provider will need the details on the card to know that you are a Superior member.

You must have a Texas Health Steps Checkup within 30 days of joining STAR Health and every year on your date of birth.



**Member Services: 1-866-912-6283**  
Available 24 hours a day/7 days a week  
**Service Coordinator: 1-866-912-6283** **Vision Services: 1-866-642-8959**  
**Behavioral Health: 1-866-912-6283** **Dental Services: 1-888-308-4766**  
In case of emergency, call 911 or go to the closest emergency room.  
After treatment, call your PCP within 24 hours or as soon as possible.

**Servicios para Miembros: 1-866-912-6283**  
Disponible 24 horas al día/7 días de la semana  
**Coordinadora de Servicios: 1-866-912-6283**  
**Servicios de Salud del Comportamiento: 1-866-912-6283**  
**Servicios de la Vista: 1-866-642-8959**  
**Servicios Dentales: 1-888-308-4766**  
En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Después del tratamiento, llame a su PCP dentro de 24 horas o tan pronto como sea posible.



## Important Numbers

**IMPORTANTE:** Es importante seleccionar un Proveedor de atención primaria (médico). Si todavía no tiene un médico o si el nombre del médico especificado en su tarjeta es incorrecto, por favor llame a Servicios para Miembros al **1-866-912-6283**. Será un placer ayudarle a elegir un médico.

Siempre lleve su tarjeta de identificación de Superior con usted. Su proveedor de atención médica necesitará los detalles especificados en la tarjeta para saber que usted es un miembro de Superior.

Usted debe realizarse un chequeo de Pasos Sanos de Texas dentro de 30 días después de inscribirse a STAR Health y en su fecha de nacimiento cada año tras la inscripción.

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# Physical Health Benefits



- Medical
- Dental
- Vision
- Prescriptions
- Hearing Exams/Hearing Aids
- Durable Medical Equipment (DME)
- Hospital Care
- Emergency Room
- Inpatient Services
- Physical Therapy
- Lab Tests/X-Rays
- Transplants
- Family Planning
- Disease Management (Asthma, Diabetes, etc.)

# Behavioral Health Benefits



Mental health and substance abuse services include:

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



# Vision Health Benefits



Vision services are provided by Envolve Vision Services, Superior's vision services partner. Benefits include:

- Eye exam once a year (more if their eye sight changes a lot)
- Eye glasses every two years (more if their eye sight changes a lot)
- Eye glass replacement as often as needed if they lose or break them
- Access to see an eye doctor without a PCP referral

To find an optometrist, call  
Superior STAR Health Member Services at 1-866-912-6283  
or Envolve Vision Services directly at 1-866-642-8959.

# Dental Health Benefits



It is very important for your child to get regular dental checkups and services. This will help find problems early and take care of them quickly.

## Texas Health Steps checkups:

- New members who are 6 months and over must have a dental checkup within 60 days of enrolling in the Superior STAR Health program.
- After that, EVERY child must have a dental checkup every six months through the age 20.

DentaQuest, Superior's dental services partner, can help you choose a dentist that is right for your child.

If your child needs dental care, contact Superior STAR Health Member Services, or call DentaQuest directly at **1-888-308-4766**.

# Choosing a Primary Care Provider



It is very important to establish a Medical Home with a Primary Care Provider (PCP).

The PCP will keep your child's medical records, know what medications they are taking and are the best people to make sure your child gets the health care they need. Your PCP (doctor or clinic) will also make referrals to specialists when needed.

You must pick a PCP for each child in STAR Health. If not, Superior will automatically assign one. You can pick from:

- Pediatricians (only see children)
- General/Family Practice (see all ages)
- Internal Medicine (usually see adults only)
- OB/GYNs (see females)
- Federally Qualified Health Centers / Health Clinics

To change your PCP, call Member Services at 1-866-912-6283

# Seeing a Specialist



A specialist is a doctor who provides “specialized” care for specific conditions and illnesses. Your child’s PCP (doctor) will give you a “referral” when your child needs to see a specialist.

If your child must see a doctor who is not contracted to see Superior STAR Health members, you will need to get approval from Superior before the appointment.

## **IMPORTANT:**

If you go to a doctor that is not signed up as a Superior STAR Health provider and is not a Medicaid provider, Superior will not pay that doctor and you will get billed for these services.

Please call Superior STAR Health Member Services if you need assistance  
at:

1-866-912-6283

# Services That Do Not Need Referrals



- **OB/GYN Services :** OB/GYN doctors can be used as a PCP. Teenagers and young women can go directly to a Superior 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 Superior or not. To locate a family planning provider:
  - Call Superior STAR Health Member Services at 1-866-912-6283
  - or see the DSHS HHSC website at <http://www.healthytexaswomen.org/find-a-doctor>
- **Behavioral Health Services:** Your child may go to any behavioral health provider in Superior's network. We can help you find someone local. Contact Superior STAR Health Member Services.

# How Soon Can We See The Doctor?



**Routine Care:** Seeing the doctor for routine care helps prevent disease. It helps find and treat problems early. Examples of routine care are Texas Health Steps checkups and regular screenings like pap smears or cholesterol checks. Scheduling initial and routine outpatient behavioral health visits are also examples of routine care.

## **Routine Care Appointments:**

- Must be provided within 14 days of the request.
- For pregnant members, an appointment must also be provided within 14 days. If there is a special circumstance it can be scheduled within 5 days.
- If scheduled with a specialist, appointments must be provided within 30 days of request.

**IMPORTANT:** You must see a Superior STAR Health provider for routine and urgent care. Call us if you need help picking a provider or making an appointment.

# What If We Cannot Wait 14 Days?



**Urgent Care:** Is an urgent medical condition that is a non-life threatening. It is not an emergency but it is severe or painful enough to need attention within 24 hours. Examples of urgent care needs are minor cuts, burns, infections, earaches, fever, cough, cold, flu, nausea or vomiting.

## **Urgent Care Appointments:**

- Must be provided within 24 hours.
- If you have trouble getting an appointment for an urgent condition, call Superior STAR Health Member Services for assistance.

**IMPORTANT:** It is best to see the doctor BEFORE getting sick so you can build a relationship with them. It is much easier to call your child's doctor with medical problems if they know who you are.

# What If We Have An Emergency?



Go to the emergency room if you believe your child's life is in danger. If you believe your child needs immediate care to prevent them from being hurt permanently, they need to get medical help quickly.

## **Some examples of when to go to an emergency room or call 911:**

- if you have bleeding that won't stop
- chest pain or other severe pain
- poisoning
- fainting/unconsciousness
- gun or knife wounds
- are suddenly unable to see, move or speak
- a broken bone
- a bad burn
- seizures
- you are in labor
- drug overdose or
- shock (they may sweat, feel thirsty or dizzy or have pale skin)

## **IMPORTANT:**

- You may wait a long time in the ER if your child's problem is not serious.
- You may get billed if those services were not considered an emergency.
- If you are not sure if your child should go to the ER, call their doctor or nurse advice line and they can tell you what to do.



# Call the Nurse Advice Line



Always contact your child's PCP first.

If you cannot reach their doctor and want to talk to someone about a health problem that your child is having, you can call the nurse advice line at

**1-866-912-6283**

For example, if your child has a fever, cough, cold symptoms or if you have questions about the medication your child is on, you can call the nurse advice line for help on deciding what to do. The nurse advice line has nurses:

- Who are ready to talk to you when you can't reach your doctor.
- Who speak English and Spanish.
- That can answer your questions and help you.
- Available 24 hours a day, 7 days a week and the service is at no cost to you.

# Suicide Prevention Lifeline



No matter what problems your child is dealing with, the National Suicide Prevention Lifeline wants to help find a reason for them to keep living. By calling the Lifeline, you'll be connected to a skilled, trained counselor at a crisis center in your area, **anytime 24/7.**

**National Suicide Prevention Lifeline**  
**1-800-273-TALK (8255)**

When calling, you will hear a message saying you have reached the National Suicide Prevention Lifeline. You will hear hold music while your call is being routed.

You will speak to a skilled, trained crisis worker who will listen to your child's problems and will tell you about mental health services in your area.

**Your call is confidential and free.**

# What is Service Management?



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

Anyone can refer a member into Service Management. Referrals can be made to our Service Management program or one of our specialty programs (if needed). Services are available statewide and our staff can help with:

- Finding doctors and specialists
- Scheduling appointments as soon as possible
- 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 hospitalizations and discharge planning
- Providing health information as needed for legal reviews, including court testimony (if needed)

# Coordination of Care



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

- Women, Infants and Children (WIC) Program
- 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)

# Special Health Care Needs



If your child has special health care needs, like a serious ongoing illness, disability, or chronic or complex conditions, call Superior.

We can help you make an appointment with one of our doctors that care for patients with special needs. We will also refer you to one of our Care Managers who will:

- Help you get the care and services you need
- Develop a health care service plan with you and your child's doctors
- Follow your child's progress to see they are getting the care they need
- Answer your healthcare questions.

## **IMPORTANT:**

If you need to see a provider that is not contracted to serve Superior STAR Health members, they must call Superior for an authorization before your child is seen.

# Disease Management



We have specialized teams that provide support and assistance to caregivers that serve children who have asthma or an intellectual or developmental disability.

- **Asthma Health Management Program**
  - Helps identify the causes of asthma
  - Teaches how to prevent episodes and identify triggers
  - Develops a plan to help control the disease
- **Intellectual and Developmental Disabilities Health Management Program**

Serves foster care members with a diagnosis of:

  - Intellectual Disability
  - Autism
  - Asperger's
  - Pervasive Developmental Disorder

# Specialized Programs



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

# Personal Care Services (PCS)



Superior provides Personal Care Services (PCS) as part of the STAR Health benefits.

This means that the Texas Department of State Health Services (DSHS) no longer provides this service to foster children enrolled in the Superior STAR Health program.

You/Your child will keep getting the same great services, like:

- Attendant Services
- Housekeeping or chores
- Meals

**Important:** If you/your child are receiving PCS services through a Texas Department of Aging and Disability Services (DADS) waiver program, this change does not affect you. PCS will continue to be provided through DADS.



# Prescriptions



You will need your child's Superior ID card or their Texas Benefits Medicaid card. If you do not have these, give the pharmacy the DFPS 2085-B Form.

***If there is a problem, call us when you are still at the pharmacy.***

We are here to help. Superior STAR Health staff can help you:

- Find a Superior pharmacy
- Get medication
- Answer questions about early refills or new medicines
- When medications are lost or stolen
- If a medication needs an authorization or if a medication has been denied
- Find out if a drug is covered by Medicaid
- Obtain 72 hour supplies of emergency prescriptions if a prior authorization is not available

# Health Passport



Health Passport can help you learn more about your child's health history, current health status and health problems. Doctors, medical consenters, and some DFPS staff can use Health Passport to find helpful information like:

- Prescriptions that were filled at a pharmacy
- Lab results
- Immunizations
- Allergies
- Visit History (Medicaid claims for 2 years before STAR Health)
- Help Desk: 1-866-714-7996
- Email: [TX\\_PassportAdmin@centene.com](mailto:TX_PassportAdmin@centene.com)

## Note:

Caregivers who do not have medical consentor rights, will not have access to Health Passport.

# The STAR Health Difference



There may be times when your child's doctor will request services that may not meet medical necessity.

Before a denial is given, Superior will:

- Get in touch with the doctor requesting the services.
- Ask member/Medical Consenter or the child's doctor questions about the services that he or she is requesting.

The member/Medical Consenter or child's doctor may have new information that wasn't presented before that can help with the approval process. This new information may help keep Superior from denying the request.

- Let the Medical Consenter/caregiver as well as the DFPS caseworker know what is happening with this request.

We will keep you informed.

# Complaints



## Complaint:

Call Member Services and tell us about your problem. Most of the time, we can help you right away or at the most, within a few days.

## Appeal:

If we deny or limit a request for a Medicaid covered service, you may request an appeal in writing. When we send you a denial letter, you have 30 days from the date of the denial letter to appeal. *\*Appeal rights are only for Medicaid covered services.\**

## State Fair Hearing:

You may also request a State Fair Hearing during or after the appeal process. When we send you the complaint response letter, you have 90 days from the date of the complaint response letter to request a fair hearing. *\*If you do not request a hearing within those 90 days, you lose your right to a hearing.\**

Call Member Services.

We have Member Advocates ready to assist you with these processes.

# Member Services Hotline



Call us if you need help getting services.  
We are here 24 hours a day, 7 days a week to help you.

**1-866-912-6283**

## Member Services Staff:

- Are bilingual in English and Spanish
- Can help Medical Consenters pick or change PCPs
- Will provide additional ID cards upon request
- Help locate health-care providers in your service area.
- Can answer your questions on the Superior STAR Health program and the services we provide.

# Out of State Travel



If your child gets sick and needs medical care while out of state:

- Go to the nearest Texas Medicaid doctor
- Call Superior if you need help finding a doctor
- Show your child's Superior ID card to the doctor
- Have the doctor call Superior for an authorization number. The phone number to call is on the back of your child's Superior ID card.

If your child has an emergency while out of the state:

- Go to the nearest emergency room
- Make sure you call Superior within 24 hours of the visit
- Please make sure you follow up with your child's PCP as soon as you return home.

*\*If you travel outside of the United States, Medicaid does not cover services.\**

# Medical Bills



- Contact Member Services as soon as the bill is received.
- Provide as much information about the bill and services provided.
- Superior STAR Health staff will have 30 days to research and provide information on the outcome.

## **IMPORTANT:**

Caregivers and Medical Consenters who sign provider waivers to get services may become responsible for the bill.

Contact Member Services if you have problems getting the services you need.

# Medical Transportation Program



- The Medical Transportation Program can help with FREE rides, or gas money to get to and from the doctors, dentist, hospital, or drug store.
- The Medical Transportation Program may also pay for the caregiver or Medical Consenter to travel with a child age 18 or younger who has a medical appointment.
- To find out if Medicaid can pay for a ride, call **1-877-633-8747**



# HELP Lines to Remember



|   |                                      |
|---|--------------------------------------|
| Superior HealthPlan (STAR Health Member Services) | 1-866-912-6283                       |
| DentaQuest (Dental Services)                      | 1-800-308-4766                       |
| Envolve Vision Services                           | 1-866-642-8959                       |
| Nurse Advice Line                                 | 1-866-912-6283                       |
| Medical Transportation Program                    | 1-877-633-8747                       |
| For pharmacy questions                            | 1-866-912-6283                       |
| Health Passport Help Desk                         | 1-866-714-7996                       |
| To Report Abuse/Neglect of a child                | 911 (Emergency) or<br>1-800-252-5400 |

# Communication and Privacy



- As an employee of Superior, we will work with you to provide your child with the best healthcare possible.
- By law, we will keep all health records and medical information private.
- We will **always** make sure that any sharing of medical information will meet all state and federal confidentiality laws.
- Your discussions with the doctors or other health-care providers will also be kept private.



Thank You!

***Member Services***  
***1-866-912-6283***