



# STAR Health

*Foster Care Program*

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7/23/2015

# 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 healthcare
- Behavioral healthcare
- Dental healthcare
- Vision healthcare
- 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, children and youth in foster care have:

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

# STAR Health Members



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>st</sup> birthday)

# Excluded Individuals



Children and young adults who are:

- Placed in the Texas Youth Commission or Juvenile Probation facilities
- Placed outside the state of Texas
- From other states and placed in Texas
- Placed in Medicaid paid facilities such as nursing homes, supported living centers, or intermediate care facilities for mentally retarded persons (ICF-MR)
- 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 STAR Health program unless they want to change to a STAR plan.
- Members who 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



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 STAR Health Program, our Member Connections staff will call them.

During this call, we can help Members:

- Select or change their Primary Care Provider (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 a comprehensive preventative care program for all Medicaid eligible children under the age of 21. It helps find and treat medical, behavioral health, dental and vision problems early.





# Texas Health Steps



All children enrolled in the 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 Screening (often called TB)
- TB Screenings beginning at age 12 months

**REMINDER:** Annual medical checkups for existing Members age 36 months and older are due on the child's birthday.

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



# Getting STAR Health Benefits



## Superior ID Card

- Every STAR Health Member will receive a Superior Identification (ID) card in the mail.
- Contact STAR Health Member Services to get a new ID card or to pick a Primary Care Provider.

## 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> <small>STAR Health</small>	 <b>superior healthplan.</b>
MEMBER ID #:	Rx GROUP ID #: 18011
MEMBER NAME:	Rx BIN #: 008019
	Rx PCN: SHP
PRIMARY CARE PROVIDER	PBM: US Script
NAME:	
PHONE:	
EFFECTIVE DATE:	
<small>Documentation in Health Passport is required when caring for STAR Health Members. This may not apply to Members over the age of 18. Please go to <a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a> or <a href="http://www.Cenpatico.com">www.Cenpatico.com</a>.</small>	
<a href="http://SuperiorHealthPlan.com">SuperiorHealthPlan.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's Member Services Department 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 Departamento de Servicios para Miembros de Superior al **1-866-912-6283**.

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

SHP\_2014709

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

## Each 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: 1-866-218-8263 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: 1-866-218-8263  
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.

# 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 are provided by Cenpatico, Superior's behavioral health partner. 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 Total Vision Health Plan, 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 primary care provider referral

To find an optometrist, call  
STAR Health Member Services at 1-866-912-6283  
or Total Vision Health Plan 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 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 STAR Health Member Services, or call DentaQuest directly at **888-308-4766**.

DentaQuest



# 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 primary care provider 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 primary care provider, 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 Primary Care Provider (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 STAR Health Members, you will need to get approval from Superior or Cenpatico before the appointment.

## **IMPORTANT:**

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

Please call 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 Primary Care Provider. 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 STAR Health Member Services at  
1-866-912-6283  
or see the DSHS website at  
[www.dshs.state.tx.us/famplan/locator.shtm](http://www.dshs.state.tx.us/famplan/locator.shtm)
- **Behavioral Health Services:** Your child may go to any behavioral health Provider in the Cenpatico Network. We can help you find someone local. Contact STAR Health Member services or call our Cenpatico hotline directly at  
1-866-218-8263.

# 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.
- Scheduled with a specialist, appointments must be provided within 30 days of request.

**IMPORTANT:** You must see a 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 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?



superior  
healthplan™

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 dizzy
- a broken bone
- a bad burn
- seizures
- you are in labor
- drug overdose or
- shock (they may sweat, feel thirsty or 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 NurseWise and they can tell you what to do.

# Call NurseWise®



Always contact your child's doctor (primary care provider) 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 NurseWise® 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 NurseWise® for help on deciding what to do. NurseWise® 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 FREE.

# 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
- 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)

# Special Health Care Needs



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

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 case 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 STAR Health Members, they must call STAR Health 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 and Intellectual Developmental Disabilities.

- **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 Developmental Disabilities Health Management Program.**  
Serves foster care members with a diagnosis of:
  - Mental Retardation
  - 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 (Case Management for children and pregnant women)
- Transplant Program
- Diabetes (Dual case management)
- Personal Care Services (PCS)

# Personal Care Services (PCS)



Superior HealthPlan 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 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. 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 consent 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, STAR Health 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 STAR Health 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 primary care providers
- Will provide additional ID Cards upon request
- Help locate health-care providers in your service area.
- Can answer your questions on the 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 primary care provider as soon as you return home.

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

# Medical Bills



- Contact STAR Health Member Services as soon as the bill is received.
- Provide as much information about the bill and services provided.
- 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 STAR Health 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
Cenpatico (Behavioral Health)	1-866-218-8263
DentaQuest (Dental Services)	1-800-308-4766
Total Vision Health Plan (TVHP – Vision Services)	1-866-642-8959
NurseWise®	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 1-800-252-5400

# Communication and Privacy



- As an employee of the STAR Health program, we will work together 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!

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