



superior  
healthplan™

# STAR Health for Transitioning Youth

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11/1/2018

# 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  
(through the month of their 21<sup>st</sup> birthday)

# 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 and complete post-secondary education and training programs by providing additional resources.
- Tuition and Fee Waiver: A benefit 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.

For more information, please visit [www.dfps.state.tx.us](http://www.dfps.state.tx.us).

# The Patient Protection and Affordable Care Act



- Affordable Care Act (ACA) Texas provides 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 18th 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.

# What is Texas Health Steps?



Texas Health Steps, also known as Early and Periodic Screening Diagnosis and Treatment (EPSDT), is a preventative care program birth through age 20 who have Medicaid. Texas Health Steps medical checkups help prevent and find health problems before they get worse and harder to treat. Dental checkups help keep teeth healthy. All checkups 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 mental health screenings
- Nutritional assessments
- Lead screenings
- Immunizations
- Tuberculosis screening (often called TB)

# What is Texas Health Steps?



- 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.

# What is Texas Health Steps?



Annual medical checkups for existing members age 3 and older are due on the child's birthday. Checkups for members younger than 3 years old are due more often.

## **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 joining in the STAR Health program.
- After that, EVERY child must have a dental checkup every 6 months through age 20.

# How Do I Get FFCC Medicaid?



- If you are age 18 – 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
- For specific questions on eligibility requirements for youth aging out of foster care, please call 2-1-1.
- If you are calling from outside of Texas or have technical difficulties when dialing 2-1-1, please dial 1-877-541-7905. For TTY access, please dial 1-877-833-4211.
- Mail changes to:  
HHSC CBS 954-X  
P.O. Box 149030  
Austin, TX 78714-9947

# What is STAR Health?



STAR Health is a Texas Medicaid program that provides you health, behavioral, dental, vision and pharmacy benefits.

# What Does STAR Health Cover?



- Medical
- Dental
- Hospital care
- Emergency room
- Hearing exams/hearing aids
- Durable medical equipment
- Physical therapy
- Lab tests/x-rays
- Transplants
- Family planning
- Personal care services
- Disease management
  - Asthma
  - Diabetes

# What Does Star Health Cover?



- Behavioral Health – Mental health and substance abuse benefits.
  - Inpatient
  - Partial hospitalization
  - Intensive outpatient
  - Day treatment
  - Disease management
    - Intellectual Developmental Disability Case Management
  - Rehabilitation
  - Outpatient therapy
  - Telemedicine
  - Observation

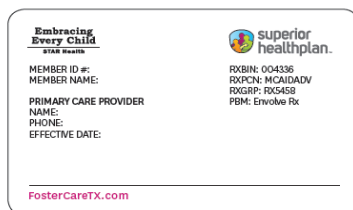
# What do I Need to Access Services?



You will receive your own individual Superior ID card.

## Welcome to Superior HealthPlan!

*¡Bienvenido a Superior HealthPlan!*



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  
SHP\_20151066

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

### 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.

**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 ayudarlo 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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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.

# What is a Primary Care Provider (PCP)?



- A PCP is a physician or provider who serves as a “medical home” to members.
- PCPs provide initial and ongoing care to members. They also can initiate referrals for care.
- Your PCP will help you take care of all your health care needs. You can choose your PCP 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

# What is a Primary Care Provider (PCP)?



- Your PCP 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 PCP will give you a “referral” to see a specialist.
- Remember, you must see a Superior provider for your health care needs. If you need to see a health care provider who is not in the Superior provider network, that health care provider needs to call us for an “out of network” authorization before you are seen.

# 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 Superior Member Services at 1-866-912-6283.
- 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 PCP

# No Referrals Needed



- OBGYN Services (can also be a PCP)
  - You can go directly to a Superior OB/GYN for:
    - Annual well-woman exams
    - Care for pregnancies
    - Care for active gynecological conditions
  - ***Remember: You do not need a referral from your PCP 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 Superior Member Services at 1-866-912-6283
  - DSHS HHSC Website: <http://www.healthytexaswomen.org/find-a-doctor>
  - ***Remember: You do not need a referral from your PCP for this service.***
- Behavioral Health Services
  - You may go to any behavioral health provider in Superior's network
  - ***Remember: You do not need a referral from your PCP for this service.***

# Superior is Working for You



- Member Connections 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 PCP selection and changes
    - \*Please remember only you can choose or change a PCP\**
  - Provide additional ID cards upon request
  - Help locating health care providers in your service area
  - Answer questions about STAR Health and our services

# Superior is Working for You



- Member Advocates
  - Assists members, caregivers, medical consenters, health care providers and Department of Family and Protective Services staff with the complaints and appeals process.
- Service Management
  - 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 can help you.

**Note:** Appeals, complaints and State Fair Hearings are time sensitive. Please refer to your STAR Health member handbook or call Superior Member Services at 1-866-912-6283.

# How does Service Management Help You?



- Service Management 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 State Health Services (DSHS)
  - School Health and Related Services (SHARS)
  - Medical Transportation Program (MTP)
  - Case Management for Children and Pregnant Women (CPW)

# a2A: Our Rewards for Taking Care of Yourself



Members 18 to 20 can earn up to \$135 a year for:

- \$25 for getting your initial Texas Health Steps checkup when completed within 30 days of your 18<sup>th</sup> birthday
- \$10 for completing a general health screening
- \$30 for each dental exam (up to two exams per year)
- \$20 for getting your annual well-woman checkup (females only)
- \$20 for getting an annual flu shot (one per flu season, September through April)

# Prescriptions



To get medications, you will need your Superior ID card or your Texas Benefits Medicaid card. If you do not have these, call Member Services at 1-866-912-6283.

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

We are here to help. Superior 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 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

# Where Do I Go For Care?



- Contact your PCP 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 the nurse advice line at 1-866-912-6283.
  - Assists 24 hours a day, 7 days a week
  - Staffed by registered nurses to help answer questions such as:
    - What to do if you are sick or in need of health care services
    - Answers to questions about medications and dosages
  - Staff are bilingual (English/Spanish)
  - Service is at no cost to you

# What Should I do if I have a Complaint?



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

- **Complaint**
  - A Member Advocate can help file a complaint. Superior 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 decision made on your services, you can file an appeal. You **MUST** ask for an appeal in writing within 60 days from the date of the notice of action. You may request an appeal over the phone or in writing by contacting your Member Advocate.
- **State Fair Hearing**
  - If you are not satisfied with the decision made on your appeal, you may ask for a State Fair Hearing only after exhausting the MCO Internal Appeal process. You **MUST** ask for a State Fair Hearing within 120 days from the date of the appeal decision letter.

# What to Do if You Become Pregnant



- STAR Health Newborn Enrollment
  - If a woman is a Superior member at the time of delivery, the newborn is also a Superior member from the date of birth (excludes members enrolled as Former Foster Care Enrolled in Higher Education).
- PCP for Newborns
  - To make a PCP selection for the unborn child, all pregnant women are referred to Superior Member Services at 1-866-912-6283.
  - All providers are to direct the Superior mother to her DFPS Case Worker if she is still in foster care to ensure the newborn is officially enrolled in the STAR Health program.
  - 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.

# Medical Transportation Program



- Services: The 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
- Address: 125 E. 11<sup>th</sup> St., Austin, TX 78701-2483
- Telephone:
  - Houston and Beaumont 1-855-687-4786
  - Dallas 1-855-687-3255
  - Everyone Else 1-877-633-8747 (1-877-MED-TRIP)
- How to use the Medical Transportation Program:  
[http://www.txhealthsteps.com/static/tutorials/mtp/\\_short\\_tutorial/chapter1.html](http://www.txhealthsteps.com/static/tutorials/mtp/_short_tutorial/chapter1.html)  
(how to use tutorial)
- Hours: M-F 8 a.m. – 5 p.m. Requests available.

# Confidentiality



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

# Did you Know?



## Helpful Websites:

- [www.dfps.state.tx.us/txyouth.org](http://www.dfps.state.tx.us/txyouth.org)
- [www.thn.org](http://www.thn.org) (Texas Homeless Network)
- <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)
- [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)

# Hotlines to Remember



Superior HealthPlan (STAR Health Member Services)	1-866-912-6283
Dentaquest (Dental Services)	1-888-308-4766
Envolve Vision Services	1-866-642-8959
Nurse Advice Line	1-866-912-6283
Medical Transportation Program	1-877-633-8747
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



# Thank You!

Superior HealthPlan  
STAR Health  
1-866-912-6283