



superior
healthplan™

STAR Health Training Tool Kit

**Service Array for Children with Physical
Health Needs**

9/1/2017

Comprehensive Overview



- Community First Choice (CFC)
- Medically Dependent Children Program (MDCP)
- Diabetes
- Seizures

Community First Choice (CFC)



- In order to be eligible for CFC service, member must meet Institutional Level of Care (LOC)
 - Nursing Facility
 - Intermediate Care Facility for Individuals with Intellectual Disability (ICF-IID)
 - Institutions for Mental Disease (IMD)

Community First Choice (CFC)



What type of population does CFC serve?

- A child that needs help with activities of daily living such as dressing, bathing and eating.
- A child that needs an institutional level of care.

LOC Assessments

- Medical Necessity Level of Care (MN LOC) – Medical
 - Screening and Assessment Instrument (SAI); Superior HealthPlan staff
- Determination of Intellectual Disability-Intellectual Disability/Related Conditions (DID – IDRC)
 - Completed by Local Intellectual & Development Disability Authority (LIDDA)
- IMD Level
 - Completed by Local Mental Health Authority (LMHA)

Services Available



- Services Available through CFC
 - Personal assistance services (PAS)
 - Assistance with activities of daily living (ADLs)
 - Assistance with instrumental activities of daily living (IADLs)
- Habilitation
 - Helps members acquire, maintain and enhance skills to accomplish ADLs, IADLs and health-related tasks
 - May also include components of PAS
 - Personal decision-making
 - Examples include interpersonal communication, socialization, leisure activity participation and self-administration of medication

Medically Dependent Children Program (MDCP)



- Superior administers the benefits of the MDCP for STAR Health members receiving services through this program.
- Waiver program available to children/young adults to age 21 who meet eligibility requirements as determined by HHSC.
 - Provides services to support families caring for children who are medically dependent.
 - Encourages the de-institutionalization of children by transitioning from nursing homes back into the community or maintaining their ability to stay in a community setting.
- For assistance, contact your Regional Developmental Disability Specialist.

Diabetes



- Know type of diabetes
 - Type 1
 - Insulin dependent
 - Injections
 - Glucose monitoring
 - Prescribed diet
 - Type 2
 - Oral medications
 - Diet/activity control

Care



	Type 1	Type 2
Medication	Injections (insulin)	Possible
Blood sugar testing	Always, frequent	Possible
Diet	Physician prescribed; snacks required	Recommended
Exercise	Recommended	Recommended for weight reduction
Labs	Hgb A1C	Hgb A1C
Effects on glucose level	Illness, stress, exercise, behaviors, diet	Diet, exercise

Member Move Considerations



- Prior to placement/placement change obtain:
 - Medication
 - Know dosage and frequency
 - Syringes (or pen)
 - Needles
 - Glucose monitor/strips
- Endocrinologist and pharmacy name
 - Telephone

Services Available



- Skilled Nursing Visits (SNV):
 - Physician order required
 - Training for caregivers
- Service Management
 - Dual diabetes
 - Educational material
- Community support groups

Seizure Disorders



- Unable to ensure there will be no future seizure activity
 - Administer medications as ordered
 - Labs
 - Routine follow up
- In event of seizure activity
 - Safety first
 - Time and record seizure activity
- Seizure parameters
 - Safety first
 - Follow all recommendations provided by neurologist

Seizure Care



Short Seizures (seizure activity less than 5 minutes)

- Seizures less than 5 minutes
 - Monitor for safety
 - Does not require transport to emergency room (ER/ED)
 - Allow to sleep post seizure activity
- Seizures less than 5 minutes with cyanosis
 - Administer as needed medications (PRN) as physician directed
 - Call 911 for transport
- Seizures greater than 5 minutes
 - Administer as needed medications (PRN) as physician directed
 - Call 911 for transport

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.)

Prescriptions



You need your child's Superior ID card or their Your Texas Benefits 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 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

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).
- 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 1-866-642-8959 or Member Services at 1-866-912-6283.

Over-the-Counter Services



NEW

- \$30 every 3 months for over-the-counter items through a mail order program.

How do services get accessed?

- Caregivers should call HomeScripts at 1-866-768-8490 and have the member's Superior ID card ready when they call.
- Orders will be mailed to the caregiver's/member's address on file with Superior within in 5 – 10 days.

Contact



- To access services for STAR Health members:
 - Call the Service Manager/Service Coordinator assigned to the member.
 - Call Member Services at 1-866-912-6283 and ask to talk to a Service Coordination Manager.

Additional Resources



- If you need more help or aren't sure who to call, your Regional DFPS Well Being Specialist is available to assist you.

Regional DFPS Well Being Specialist			
Region	Name	Phone number	Email
1 & 10	Lissette Amparan	915-521-3976	Lissette.Amparan@dfps.state.tx.us
2 & 9	John Clymer	325-691-8248	John.Clymer@dfps.state.tx.us
3	Terri Wynn	817-543-3979	Terri.Wynn@dfps.state.tx.us
4 & 5	Shelly Allen	903-533-4345	Shelly.Allen@dfps.state.tx.us
6	Deborah Kumar-Misir	713-394-4134	Deborah.Kumar-Misir@dfps.state.tx.us
7	Magen Henderson	254-939-4267	Magen.Henderson@dfps.state.tx.us
8 & 11	Sheryl McCloney	409-730-4132	Sheryl.McCloney@dfps.state.tx.us