

Documentation Requirements for Behavioral Health Providers Treating STAR Health Members

Quick Reference Guide



Behavioral health providers who treat Superior HealthPlan STAR Health (foster care) members are required to meet certain contractual requirements. Please review the guide below for details.

Key Contractual Requirements:

When treating a STAR Health member, behavioral health providers must:

1. Assess applicable members using the CANS 3.0 Texas Child and Adolescent Needs and Strengths (CANS 3.0) assessment tool within 30 Days of entering conservatorship or refer to a provider who is trained and certified to perform this assessment.
2. Evaluate each member's progress using a standardized outcome measurement instrument, to be provided by Superior, quarterly at a minimum, and at termination of the Individual Service Plan (ISP), or as significant changes are made in the ISP.
3. Document the outcome measurement scores in Health Passport.
4. Function as a member of the Primary Care Provider (PCP) team by coordinating with the PCP and service coordinator as appropriate.
5. Testify in court as needed for child protection litigation.

Behavioral health providers must enter the following information into Health Passport for STAR Health members under their care:

- Primary and secondary (if present) diagnosis.
- Assessment information.
- Brief narrative summary of clinical visits/progress.
- Scores on each outcome rating form(s).
- Referrals to other providers or community resources.
- Evaluations of each member's progress at intake, monthly, and at termination of the ISP, or as significant changes are made in the treatment plan.
- Any other relevant care information.

Behavioral health providers must submit an initial and monthly narrative summary report of a member's behavioral health status for inclusion in Health Passport. This information will be available to the member's providers, the service coordination team, and Department of Family and Protective Services (DFPS) staff.

What is Health Passport?

Health Passport is a web-based, secure application built using core clinical and claims information to deliver relevant health-care information when and where it is needed. Using Health Passport, providers can improve care coordination, eliminate waste, and reduce errors by gaining a better understanding of a member's medical history and health interactions.

Additional Resources, Forms and Information:

For additional information, please visit the links below:

- [Health Passport Benefits and Features](#)
- [Health Passport Resources](#)
- [Health Passport Forms](#)
- [Health Passport Training Tools](#)

Health Passport Technical Support:

For technical support with Health Passport, please contact:

- [1-866-714-7996](tel:1-866-714-7996)
- TX.PassportAdministration@SuperiorHealthPlan.com

For additional training or assistance with Health Passport, please contact your designated Account Manager. To access their contact information visit, [Find My Account Manager](#).

Please Note: To learn more about these requirements, please reference the STAR Health provision of your contract with Superior.