

# Foster Care Centers of Excellence Program

STAR Health



Superior HealthPlan's STAR Health Foster Care Centers of Excellence (FCCOE) program is a network of trauma-informed medical homes staffed by medical providers with expertise in caring for children in foster care. These providers deliver comprehensive, coordinated care, and collaborate with child welfare partners. The FCCOE program exists to ensure that Superior STAR Health members receive effective, efficient care, which addresses their unique needs, improves patient outcomes, and promotes health and wellbeing.

## Why do children in foster care need specialized medical homes?

Children involved with the child welfare system have higher rates of both chronic medical diseases and behavioral health needs. They have often experienced significant trauma prior to and during their time in foster care. In addition, children in foster care require exams upon entry into care, and periodically thereafter. Superior's FCCOE program is designed to provide high-quality care to children and youth in foster care.

## What is included in a FCCOE program?

- Staff trained in trauma-informed care
- Behavioral health resources
- Individualized care plans
- Designated staff to obtain medical records and access Health Passport
- Collaboration with child welfare partners
- Comprehensive primary care

## What are the benefits for children and caregivers when receiving care in a FCCOE program?

- Increased access to quality care.
- A cohesive team working in unison to support members.
- Increased access to specialists.
- Integrated mental health services (many centers have behavioral health services on site).
- Expedited scheduling for 3-day and 30-day Texas Health Steps exams.
- Child and Adolescent Needs and Strengths (CANS 3.0) assessment access and timely completion.

## What are the expectations of a FCCOE program?

- Medical homes will meet 32 best practice standards to receive designation as an FCCOE.
- Medical providers and administrators will participate in meetings with Superior and our STAR Health department (quarterly provider meetings, yearly site visits and interim meetings as designated by Superior).
- Medical homes will provide contact information for lead providers and administrators responsible for communication with Superior. Consistent and timely communication is expected to maximize program success.
- Medical homes will provide Superior with Tax Identification Numbers (TIN) and National Provider Identifiers (NPI) for each provider within a FCCOE for data collection purposes.

## What can providers participating in the FCCOE program expect from Superior?

- Data sharing related to patient volume and outcomes for quality improvement purposes.
- Educational support for providers and medical home staff through Superior.
- Behavioral health training team, Superior's STAR Health leadership and the FCCOE team.

[SuperiorHealthPlan.com](https://www.superiorhealthplan.com)

SHP\_202411417

- Opportunities to participate in pilot programs to expand clinical services.
- Opportunities to participate in alternative payment models including pay for performance.
- Technical assistance regarding the care of children in foster care.
- Assistance with developing relationships with child welfare stakeholders.
- Direct contact with Superior's STAR Health department, including medical directors, liaisons, program leadership and FCCOE staff.

#### **Are you interested in your clinic being a FCCOE?**

- Submit your request to be recognized as a FCCOE to either:
  - Alyson Gindler [Alyson.Gindler@SuperiorHealthPlan.com](mailto:Alyson.Gindler@SuperiorHealthPlan.com)
  - Nathan A. Hoover [Nathan.Hoover@SuperiorHealthPlan.com](mailto:Nathan.Hoover@SuperiorHealthPlan.com)
    - You will receive next steps on requirements and information you will need to provide.
    - Your request will be reviewed by Superior's Medical Advisory Committee (once per quarter).
    - Upon a favorable vote by our committee, your clinic will be deemed a FCCOE.

#### **What will happen once your clinic is an FCCOE?**

- You will be formally recognized with a ceremony, including a press release and physical award.
- You will be added to the [Superior's FCCOE Award Recipients webpage](#).

For any questions or more information, please reach out to the following Superior contacts:

- Alyson Gindler, Director of Foster Care Operations
- Nathan Hoover, Vice President, Behavioral Health Services