

Welcome to Superior HealthPlan STAR Health

**Embracing
Every Child**
STAR Health



TEXAS
Health and Human
Services



**superior
healthplan™**

STAR Health



- STAR Health is a Medicaid managed healthcare program that offers health care across the State of Texas for children and young adults who are, or were previously, in foster care. STAR Health provides medical, behavioral health, dental, and vision care to eligible children and young adults.



STAR Health Member Services



- Members and caregivers can call us if they need help getting services.
- Our Member Services staff is available from 8 a.m. to 9 p.m. Monday through Friday Central Standard Time (CST).
- Member Services can help:
 - Locate health-care providers in your service area.
 - Answer your questions on the Superior STAR Health program and the services we provide.
 - Provide additional ID cards upon request.
 - Medical Consenters pick or change Primary Care Providers (PCP).
 - In English and Spanish (are bilingual).

Member
Services:
1-866-912-6283

The Welcome Team



- The Welcome Team staff can:
 - Conduct welcome calls that include new member education.
 - Complete a health screening to help identify services and supports the member may need.
 - Schedule a Texas Health Steps exam and CANS 3.0 assessment.
 - Help find community resources.
 - Share information on available member health care benefits.



Member Advocates



- Member Advocate staff can:
 - Help with barriers to care including transportation.
 - Find providers including specialists.
 - Help with billing issues.
 - Help members, caregivers, medical consenters, healthcare providers and Texas Department of Family and Protective Services (DFPS) staff with the complaints and appeal process.
 - Help fill out and submit the online complaint form available at [FosterCareTX.com](https://www.fostercaretx.com). Or download, print, fill out and mail the complaint form.
 - Explain the complaints and appeal process, what to expect and provide status updates for your complaint.
- For help with these services, call Superior's Members Services department at 1-866-912-6283 and ask to speak to a Member Advocate.

Physical Health Benefits & Services



- Medical Appointments
- 3-day Exam
- Texas Health Steps / Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)
- Dental (60 day / 6 months)
- Vision / Glasses
- Prescriptions / Medications
- Hearing Exams / Hearing Aids
- Durable Medical Equipment (DME)
- Pregnancy Care
- Emergency Room
- Urgent Care
- Inpatient Services
- Physical, Occupational, Speech Therapies
- Lab Tests / X-rays
- Transplants
- Family Planning
- Community First Choice
- Personal Care Services

For more information refer to the [STAR Health Member Handbook](#).

Behavioral Health Benefits & Services



- Texas CANS 3.0
- Outpatient Therapy
- Intensive Outpatient (IOP)
- Partial Hospitalization (PHP)
- Inpatient Services
- Substance Abuse
- Crisis Hotline
- Psychotropic Medication Utilization Review (PMUR)
- Psychiatric Appointments
- Psychological Evaluations
- Turning Point
- Mental Health Rehabilitative Services
- Targeted Case Management

For more information refer to the [STAR Health Member Handbook](#).

Additional Benefits & Services



72-Hour Prescription

- If your doctor cannot be reached to approve a prescription, you may be able to get a three (3)-day emergency supply of your or your child's medication.
- Please have your drug store call the pharmacy help desk for assistance at 1-866-912-6283.

Initial Early Childhood Intervention (ECI) Screening

ECI is a program in Texas for families with children, up to three years old, who have disabilities or problems with development. ECI services are offered at no cost to Superior members.

In addition, there are other services you can get through Medicaid including:

- **Women, Infants and Children (WIC) Services** - WIC is a nutrition program to help improve the health of low-income women, infants, and children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to healthcare.
- **Transportation assistance** to doctor visits.

Service Coordination



- You/your child will be assigned a Service Coordinator to help coordinate any medical and behavioral health care needs.
- Service Coordination is offered in-person, by telephone and video (audio-visual). Service Coordination is arranged on an individual basis.
- Includes, but is not limited to:

Helping identify your needs.

Working with you, your family, community supports, your doctor(s) and other providers to develop a service plan.

Coordinating referrals to community resources.

Making sure you have a choice of providers and access to covered services.

Making sure you receive your services on time.

Assistance scheduling health care appointments.

Coordinating Superior-covered services with social and community support services.

Member Handbook & ID Card



- Superior ID Card
 - Members will receive their own individual Superior ID card.
 - Always carry your Superior ID card with you and show it to your child's doctor.
 - If you lose your Superior ID card or need to choose a new PCP, you should call Member Services at 1-866-912-6283. A new ID card will be mailed to you.
 - An electronic copy of your ID is available at Member.SuperiorHealthPlan.com.
- Texas Benefit Medicaid Card
 - Children who are enrolled in a Texas Medicaid program will receive a Texas Benefit Medicaid Card. Members should contact their DFPS caseworker if they need one.
- Member Handbook
 - Answers questions about how to get STAR Health benefits and services.
 - Member Handbook can be found at FosterCareTX.com/Handbook.
 - For additional copies, or if you need the information on audio tapes, CDs, large print, Braille or any other language, call Member Services at 1-866-912-6283.

SuperiorHealthPlan.com

Primary Care Provider and Requesting Referrals



- Your primary care provider (PCP) is the doctor or clinic that takes care of your child's health-care needs. The PCP provides initial and ongoing care to members.
- Your child's PCP:
 - Will perform you/your child regular checkups.
 - Is the only one who can refer to a specialist.
 - Will help make sure that you/your child gets the right care.
 - Can write prescriptions for medicines and supplies when you/your child are sick.
- You will need to pick a PCP for each eligible child. You can pick from:
 - Pediatricians (only see children)
 - General/Family Practice (they see all ages)
 - Internal Medicine (they usually see adults)
 - OB/GYNs (they see women)
 - Federally Qualified Health Centers/ Rural Health Clinics
- Call your PCP's office to request a referral if you feel your child needs to see a specialist.

Nurse Advice Line and Teladoc



- During normal business hours, members should try to contact their PCP first.
- If they cannot reach their PCP and would like to talk to a medical professional, they can access the nurse advice line 24 hours a day, 7 days a week at 1-866-912-6283 or contact Teladoc.

Nurse Advice Line

- 24/7 nurse advice line
- No cost
- Staff are bilingual (English/Spanish)
- Nurses are available to answer questions about your health and find help for you.
- Get answers to questions about your physical health or behavioral health
- Help caring for a sick child
- Ask about referrals

Teladoc

- 24-hour access to in-network providers for non-emergency health issues.
- No cost
- Get medical help for illnesses such as:
 - Colds
 - Flu
 - Fever
 - Rash
 - Skin Conditions
 - Sinuses
 - Allergies
 - Ear infections
 - Respiratory infections
- Teladoc is open 24 hours a day, 7 days a week at 1-800-835-2362.
- Visit [Teladoc.com/Superior](https://www.teladoc.com/superior) to set up an account.

Emergency Care



- Members should go to the ER if they believe their/their child's life is in danger. If they believe their 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 ER or call 911 include:
 - If you have bleeding that won't stop.
 - Chest pain or other severe pain.
 - Poisoning.
 - Fainting or unconsciousness.
 - Gun or knife wounds.
 - Shortness of breath.
 - If you are suddenly unable to see, move or speak.
 - Severe cuts or burns.
 - Thoughts of harming yourself or others.
 - A broken bone.
 - Seizures.
 - Drug overdose.
 - Shock (they may sweat, feel thirsty or dizzy or have pale skin).

If you're not sure you need to go to the ER, call your doctor or Superior's 24-hour nurse advice line. You can find more information on our [Where to Go for Care](#) webpage.

Behavioral Health Emergency



- If you are having a behavioral health emergency, and need assistance from a licensed mental health professional because:
 - Your child is engaging in any self-harming behaviors.
 - Your child is threatening to harm themselves or others.
 - Your child is engaging in behavior that concerns you.
- Call 911 if you/your child is having a life-threatening behavioral health emergency. You can also go to a crisis center or the nearest emergency room.
- The 988 Suicide and Crisis Lifeline provides 24/7, confidential support to people in suicidal crisis or mental health-related distress.

24/7
Behavioral Health
Crisis Line:
1-866-912-6283,
press * (star)

Medical Ride Program



- Superior's Medical Ride Program is provided by SafeRide. SafeRide provides non-emergency transportation to healthcare appointments when other transportation options aren't available.
- Superior's Medical Ride Program can help with rides to:
 - Medical and dental appointments
 - Drug store
 - Other places members can receive Medicaid services
 - Behavioral health and substance use disorder appointments
 - Hospital
- Call SafeRide at least two business days before you need your ride.
- Have the following information ready:
 - Member ID number
 - Date and time of Appointment
 - Member date of birth
 - Pick-up/drop off locations
- Transportation requests available Monday-Friday 8 a.m. - 6 p.m. CST.

Rides are offered
at **no cost.**
Call:
1-855-932-2318

Bonus Benefits



- Small grants in the form of gift cards are available for members to be used for non-Medicaid covered benefits and other items up to \$50 per member, per year.
- Expanded vision benefits providing \$150 towards the cost of any features or frames not covered by Medicaid (once per year).
- \$30 every quarter, per member for specific over-the-counter items through a mail order program.
- Sports or school physical for members ages 4-18 years old.
- a2A My Health Pays[®] Rewards Program offers financial, non-cash incentives for members ages 18 through 20 years old who complete wellness visits, dental checkups and other health screenings.

3 In 30 Exams



- The 3 in 30 combines three separate, critical tools for assessing medical, behavioral and developmental strengths and needs of children and youth entering DFPS conservatorship.
- All children who come into DFPS care need to have their physical and behavioral health needs checked right away.

1

3-Day Initial Medical Exam

In 3 business days, children with certain conditions entering DFPS care must see a doctor to be checked for injuries or illnesses and get any treatments they need. Your child's caseworker will let you know if this exam is needed.

2

Texas CANS 3.0 Assessment

In 30 days, children (3 through 17) must get a Texas CANS 3.0 Assessment. The Texas CANS 3.0 Assessment is a comprehensive trauma-informed behavioral health evaluation. It gathers information about the strengths and needs of the child and helps in planning services that will help the child and family reach their goals.

3

Texas Health Steps Medical Check-Up

In 30 days, children must see a Texas Health Steps doctor for a complete check-up with lab work. This makes sure:

- » Medical issues are addressed early.
- » Kids are growing and developing as expected.
- » Caregivers know how to support strong growth and development.

A Closer Look at 3 In 30



Requirement	Timeline
3-Day Medical Exam	Within 3 business days of removal, if indicated by the DFPS/Community Based Care (CBC) caseworker.
Child & Adolescent Needs & Strengths Assessment	Within 30 days of removal and annually thereafter.
Texas Health Steps Medical Checkup	Within 30 days of removal and annually thereafter based on the child's birthday.
Texas Health Steps Dental Checkup	Within 60 days of removal and every 6 months thereafter.

- For additional assistance and questions, email DFPSSTARHealth3in30@dfps.state.tx.us.

3-Day Initial Medical Exam



- Children should receive a 3-Day Exam if they meet any of the criteria below. If they:
 - Were removed as the result of physical abuse.
 - Were removed as the result of sexual abuse.
 - Have an obvious physical injury.
 - Have a chronic medical condition.
 - Have a medically complex condition.
 - Have a diagnosed mental illness.
- The caseworker who removes the child will determine if a 3-Day Exam is required.

Texas Health Steps



- Texas Health Steps, also known as Early and Periodic Screening Diagnosis and Treatment (EPSDT), provides immunizations and regular medical, dental, and vision checkups for infants, children, teens and young adults with Medicaid at no cost.

Timeline for Texas Health Steps:

Your child must have a Texas Health Steps checkup within 30 days of joining STAR Health.

The annual medical checkup for existing Members aged 36 months and older are due on the child's birthday and no later than 364 days after the child's birthday.

Medical checkups are required annually on the member's birthday until age 20.

New STAR Health members who are 6 months and over must have a dental checkup within 60 days of enrolling in STAR Health.

After that, EVERY child must have a dental checkup every six months through the age 20.

- The Welcome Team will assist in scheduling appointments.

Reminder: Requirements do not apply to members moving from one placement to another placement.

CANS 3.0 Assessment



- The Texas CANS 3.0 Assessment is a tool that measures a member's strengths and needs. It is used to help create a plan of service so that the member can get the best care possible.
- STAR Health members who are in DFPS conservatorship, 3-17 years old, are required to get a CANS 3.0 Assessment within 30 days of joining Superior and annually thereafter.



What is Health Passport?



- If you are a medical consentor, Texas Health Passport helps you access health information for children and youth in Foster Care.
- Health Passport can help you learn more about your child's health history, current health status and health problems.
- The Health Passport is a community health record that gives medical consentors, doctors and some DFPS and Texas Health and Human Services Commission (HHSC) staff access to member health information to help coordinate the member's care.
- The Health Passport gives you helpful information about:
 - Medications
 - Electronic Documentation & Forms
 - Allergies
 - Visit History
 - Lab Results
 - And more
- To register go to FosterCareTX.com.
- If you have any questions, call 1-866-714-7996 or email TX_PassportAdmin@centene.com

Note: Caregivers who do not have medical consentor rights, will not have access to Health Passport.

Adverse Benefit Determination



- If your doctor asks for a service that's covered by Superior, but Superior denies or limits it you have the right to appeal Superior's decision.
- Superior will send you a letter if a requested service is denied or limited. Superior's denial is called an "Adverse Benefit Determination". A Superior Member Advocate can help you with any questions you have about filing an appeal. Call Members Services at 1-866-912-6283 and ask to speak to a Member Advocate.



For more information refer to the [STAR Health Member Handbook](#).

SuperiorHealthPlan.com

Important Phone Numbers



Name	Number
Superior HealthPlan (STAR Health Member Services)	1-866-912-6283
Behavioral Health Crisis Line	1-866-912-6283 Press * (star)
Nurse Advice Line	1-866-912-6283 Press option 3
Superior HealthPlan (Prescriptions)	1-866-912-6283
SafeRide – Medical Transportation	1-855-932-2318
DentaQuest (Dental Services)	1-800-308-4766
Centene Vision Services	1-866-642-9488
Health Passport Help Desk	1-866-714-7996
To Report Abuse or Neglect of a Child	1-800-252-5400 or 911 (Emergency)
The Texas Youth Hotline	1-800-210-2278

Thank you!

