

STAR Health

Welcome to STAR Health training. By now, you should have attended a presentation in the community offered by Superior Health Plan Network.

The purpose of this training is to help you connect the changes mentioned in the STAR Health presentation to some of the correspondence you have received from the Residential Contracts Division.

As you recall, this new healthcare program began April 1st, 2008

STAR Health

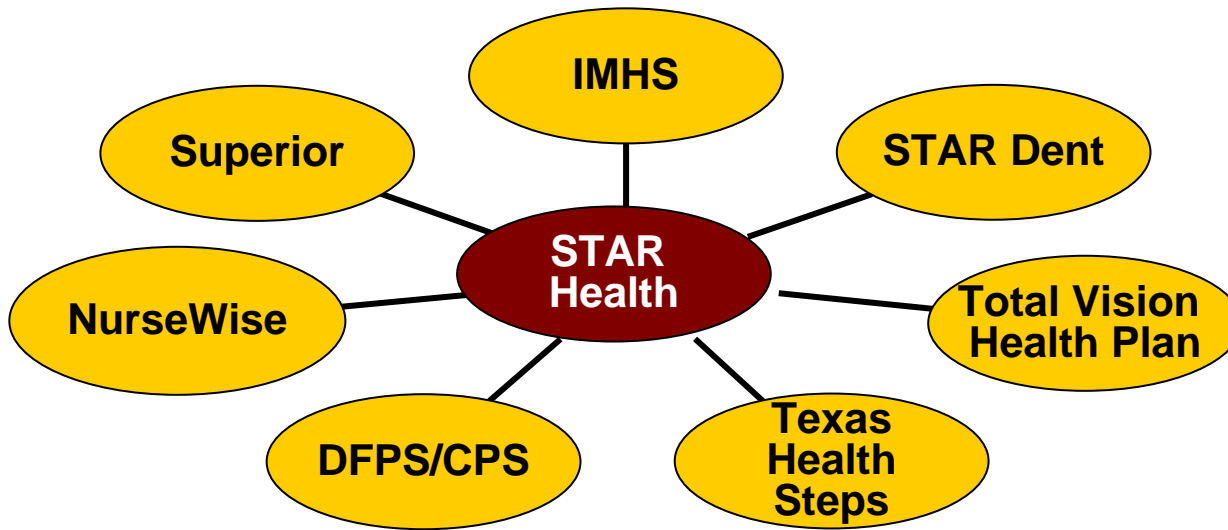
As of April 1, 2008, Medicaid services for children and young adults is provided through the STAR Health program coordinated by the Superior Health Plan Network. STAR Health is specially designed to better coordinate and improve healthcare for foster children.



Access to STAR Health

- A child taken into state conservatorship is eligible for STAR Health as soon as the child is removed from the home;
- However children residing in the following placement types will continue receiving traditional Medicaid fee for service:
 - ICF-MR/Nursing Home
 - Out of state or out of country placement
 - Child in a pre-consummated adoption and receiving adoption subsidy
 - A child in a State School, State Center or TYC
- Children who are in unauthorized placements will also remain on traditional Medicaid.
 - When a child returns to an authorized placement the child will be enrolled in STAR Health.

Superior Health Plan Network



Superior Health Plan Network: Provides for physical health needs

IMHS (Integrated Mental Health Services): Provides for Behavioral Health Needs

STAR Dent: Provides for dental services

Total Vision Health Plan: Provides optical services

Nurtur: Provides for Asthma care

NurseWise: 24 hour available nurse line.

Covered STAR Health Benefits

The following is a partial list of the benefits and services available to STAR Health members:

Preventive Health - regular check-ups and immunizations, office visits, visits to the dentist and visits for eye checkups

Behavioral Health Care - emotional, behavioral or developmental health care services

Hospital coverage - inpatient services such as surgeries

Prescriptions and medical supplies - medications prescribed by a physician and medical supplies such as glucose strips and bandages

Telemedicine - consultations and assessments done by a provider using teleconference capability

Health Passport - access health information for children in foster care

Medical Home

An integrated medical home is a team approach to help Caregivers and/or Medical Consenters locate:

- Primary Care Providers (PCP)
- Specialists
- Behavioral Health Care

Specialty services will require a referral by the Member's PCP.

- All PCPs will be available 24 hours a day, 7 days a week.
- Refer to the STAR Health Provider Directory at www.fostercaretx.com . Scroll down to the left side of the page and click on "Find a Provider" for a current listing of PCPs.

Enrollment Information

- Beginning in late February, STAR Health Enrollment packets were mailed to each caregiver of a child in DFPS conservatorship and eligible young adult who has aged out of conservatorship.
- The STAR Health Enrollment packet contained the following:
 - An explanatory letter to the child's caregiver or the young adult about how Medicaid services are changing and how to select a primary care provider;
 - Frequently Asked Questions;
 - Mental health and substance abuse information;
 - STAR Health Program Services Chart;
 - A STAR Health Provider Directory; (See the online version for the most current listing)
 - A PCP Selection/Change Form.

Selecting a Primary Care Physician



Texas DFPS, Center for Policy and Innovation, CPS Training, 2008

Selecting a Primary Care Physician

- Contact Superior Health Plan Network at 1-866-912-6283 or mail the PCP Selection/Change Form to Superior at the address provided on the form in the enrollment packet
- If the caregiver did not select a PCP for a child prior to April 1, 2008, Superior Health Plan Network will auto-assign a PCP for the child.
- Only medical consenters can select/change a PCP for a child.
- Superior Health Plan Network will not accept calls to select/change a PCP or a PCP Selection/Change Form for a child from a person who is NOT the child's medical conserter.

STAR Health Access to THSteps

Two things to remember about THSteps are:

- 1) The medical consenter may select a STAR Health PCP who is not a THSteps provider, but must ensure the child receives the required THSteps medical and dental Checkups as outlined by a licensed and enrolled THSteps provider.
- 2) The medical consenter may also issue a Form 2085d to another person (e.g., Human Services Tech or caregiver who is not the medical consenter) to take the child to a THSteps Checkup, unless the THSteps provider requests the participation of the medical consenter in the Checkup.

Behavioral Health Service Requirements

Two key Residential Childcare Contract requirements related to behavioral health services are:

1. The Contractor must ensure that Behavioral Health Services are available and provided to each child as needed by a STAR Health Network Provider employed by, or under subcontract with, the Contractor; and
2. The Contractor must access Medicaid through STAR Health for Medicaid covered Behavioral Health services

Behavioral Health Services & IMHS

- STAR Health's Behavioral Healthcare provider Integrated Mental Health Services (IMHS) will provide services for children in need of treatment for Trauma, Abuse/Neglect, Depression, Attachment Disorders and other issues.
- Members of STAR Health do not need a referral from their PCP to go to a behavioral health provider in the IMHS Network.
- Behavioral health and/or substance abuse services can be accessed right away, 24 hours a day, 7 days a week.

Service Management Teams (SMT)

Service Managers are available to screen and identify member's healthcare needs and assist with the following:

- Developing a plan of care with the help of the child's caregiver and doctor/health care provider
- Following the child's progress
- Participating in hospitalizations and discharge planning
 - Screen and identify children's' healthcare needs
 - Develop individual service plans that are healthcare specific
 - Monitor psychotropic medication usage
 - Evaluate and monitor the child's progress, or lack thereof
 - Participate in pre-admission hospitalizations and discharge planning
 - 24/7/365 hotline and on call access

Pre-Appeals Process

There may be times when a service can not be initially authorized because it does not meet medical necessity.

Before a service is denied:

- STAR Health will contact the caregiver, the medical consentor, DFPS staff, and the health-care provider requesting the service (s).
- STAR Health will ask questions about the reasons for requesting the services.
- STAR Health will be able to provide additional information that can help with the approval process or with the development of other care options to meet the child's needs.

Health Passport

The Health Passport is an important feature of the STAR Health Plan.

This secure web-based electronic health information system will assist providers, caregivers and authorized DFPS staff in effectively managing a child's health care needs. At a minimum it will contain:

- The child's name, date of birth, address of record and Medicaid ID number
- Name and address for each of the child's physicians and health care providers
- A record of each visit to a physician or other healthcare provider, including routine checkups
- A record of immunizations
- Identification of the child's known health problems
- Information on all prescriptions.

Authorized Users

Residential Contractors' access to Health Passport

- Residential contractors are allowed a limited number of “authorized users” that can access to the health passport. The number of users granted per contractor is based the type of the agency and the number of children in care.
- Authorized users will have read-only access to the health passport and can not add or change information. Users will be able to view and print information.
- In order to access the Health Passport, authorized users will be assigned a Person Identification number (PID) by DFPS. The PID will be used to access the Health Passport for the first time and will be used for callers to confirm their identity when contacting STAR Health.

Health Passport Confidentiality

Section 41G of the Residential Childcare Contract illustrates restrictions of use and confidentiality agreements:

- Ensure that any staff designated by the Contractor and approved by DFPS for access to the Health Passport must comply with all operative restrictions of the Health Passport user agreement
- Not to share information from the Health Passport with anyone without a direct need to know the information for purposes of providing health care, including behavioral health care, services to the child
- Share only the minimum amount of information from the Health Passport as is necessary to aid in the provision of health care, including behavioral health care, services to the child

Health Passport Confidentiality

Confidentiality Requirements for Health Passport

- Be responsible for maintaining the physical security and confidentiality of Health Passport information that the user may view on a computer, print to paper, or copy or download to other formats. People who do not need the information should not have physical access to it;
- Limit access in the Health Passport records to the records of those children who are served by the Contractor or with whom the user has a relationship for which Health Passport access is authorized; and,
- Not to share passwords. If the Contractor becomes aware that a password has been shared, he or she is required to notify Superior Health Plan Network within 24 hours so that a new password can be assigned.

Complaints

If a Member or Member's Representative has a complaint, they can contact STAR Health at (866) 912-6283 to report the complaint to our Member Advocate, who will help with the concern. Filing a complaint will in no way result in discrimination against the Member or the Provider.



STAR Health Locations & Important Phone Numbers

STAR Health locations will be in Austin, Corpus Christi, Dallas, El Paso, Houston, Lubbock, McAllen and San Antonio

Websites and Hotline Numbers to Remember

Superior HealthPlan Network	1-866-912-6283
IMHS (Behavioral Health)	1-866-218-8263
STARDent (Dental Services)	1-866-483-5708
TVHP (Vision Services)	1-866-642-8959
NurseWise	1-866-912-6283
Medical Transportation Program	1-877-633-8747
Vendor Drug Program (Prescriptions)	1-800-252-8263
Member Handbook (available online at www.fostercaretx.com)	