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# STAR Health

*Judicial Presentation*

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9/15/2017

# Superior HealthPlan



Superior HealthPlan provides health care for Texans enrolled in Medicaid, CHIP, Medicare, and the new healthcare marketplace exchange.

- Currently serving over 960,000 lives statewide
- Became the first organization in the country to serve as a state's exclusive managed care company for children placed in foster care (April 1, 2008)
- Shares expertise nationwide:
  - 4 Sole-Source States – Texas, Mississippi, Florida and Washington
  - 6 Multi-Source States – Missouri, Louisiana, Kansas, New Hampshire, Indiana and California
- Awarded STAR Health contract renewal (September 1, 2015)

## Quick Guide to STAR Health Program Enhancements for DFPS Staff



Superior HealthPlan provides enhancements to the STAR Health program. This means that STAR Health members can receive extra services like the ones listed below.

### Benefit Enhancement

Expanded Vision Benefits	Includes unlimited eye glass replacement if lost or broken and expanded vision benefits providing prescription glasses or \$100 towards the cost of any features or frames not covered by Medicaid.
Over the Counter Pharmacy Services	\$30 every 3 months for over-the-counter items through a mail order program.
Care Grant	Small cash grants for items like art supplies, clothing or other personal items.
a2A CentAccount® Rewards Program	a2A CentAccount® Rewards Program offering rewards dollars for members who complete wellness visits, dental checkups and other health screenings for members ages 18 through 20 years old.
Boys and Girls Club of America membership	Up to \$25 towards a Boys and Girls Club of America membership for members ages 6 through 17 years old.
Sports/Camp Physicals	Sports or camp physicals for members ages 4 to 18 years old.
Behavioral Health - 7 day follow-up program	Age appropriate incentive (Teddy Bear or \$10 gift card) when a member goes to their 7 day follow-up appointment after their hospital discharge.
Online Mental Health Resources	In addition to online training opportunities STAR Health members will have access to <a href="http://www.mystrength.com">www.mystrength.com</a> online resources to improve mental health and overall wellbeing available for members, caregiver, and caseworkers.
Case-by-Case Services (upon approval)	Support services available to members when case needs are identified. <ul style="list-style-type: none"> <li>• Trauma inform peer support for caregivers.</li> <li>• Practice visits for gynecology and dental appointments.</li> <li>• Arrangement of prior authorized non-emergency transportation to the new placement.</li> <li>• Costs covered for professional assembly and disassembly of durable medical equipment for PMN members when a placement change is indicated.</li> <li>• Provision of identified skilled nursing services for PMN members during transportation to the new placement or the use of non-emergent ambulance transport to new placement.</li> <li>• Provision of up to a 48-hour observation stay in an inpatient setting when placement or supports are not immediately in place during an emergent transition.</li> </ul>
Health Passport	In addition to standard web browsing, STAR Health members will have Mobile Health Passport access.
Mobile Crises Outreach Teams (MCOT)	Available statewide through the Local Mental Health Authorities. In addition, STAR Health mobile crises services will be available in Houston, Dallas, San Antonio, Lubbock and Corpus Christi if children/youth are placed with Pathways and Covenant Kids.

### Network Enhancement

Psychiatric Hospital Diversion Program	Program is being offered in the Dallas/Fort Worth, Houston, San Antonio and Abilene areas.
Centers of Excellence	Statewide access to specialized foster care clinics that have expertise in child welfare and Trauma Informed Care.

*If you would like more information on these services, please view one of the previously recorded DFPS webinar trainings called "STAR Health Program Enhancements," contact your regional Well Being Specialist or call Superior HealthPlan at 1-866-919-6993.*

# STAR Health Interactions

## 1-866-912-6283



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### General Health Screenings

- Welcome calls include overview, Texas Health Steps medical/dental checkups, general health screenings (GHS) and community resources
- GHS identifies health care needs and triggers referrals to Service Coordination, Service Management, Disease Management or Specialized Programs
- GHS are completed within 30 days for all new STAR Health Members
- Placement Changes trigger the completion of a new GHS

### Service Coordination and Management

- **Service Coordination:** Telephonic support for coordinating on-going health care by a bachelor's level staff or social worker
- **Service Management services:** Clinical Case Management by a registered nurse and/or licensed clinician
- **Specialized Programs:** Clinical Case Management for Members with specific diagnosis and/or high acuity needs. (Complex Case Management, Transitioning Youth Program, Discharge Planning for members who are inpatient, START Smart for Your Baby program for pregnant members, Transplant specific program, Diabetes dual case management, Smart Nutrition and Activity Program and Personal Care Services,)
- **Disease Management:** On-going clinical support for Members diagnosed with asthma and/or Intellectual Developmental Disabilities (IDD)

### Ad Hoc Opportunities

- Impact Pro predictive modeling tool
- Member Service calls
- Psychotropic Medication Utilization Reviews
- Nurse Advice Line follow up
- ER Utilization follow up
- DFPS Individual Case Staffing

# STAR Health Checklist



## Unknown health conditions?

Has a Texas Health Steps checkup been completed?

Are there recommendations that were not scheduled or followed?

## Concerns about health conditions or diagnosis

Has a General Health Screening been completed?

Are they enrolled in Service Coordination or Management?

## Frequent Placement Changes?

Has a new General Health Screening been completed?

Are they enrolled in service Management?

## Medical or psychiatric hospital admission?

Were follow up appointments attended?

Were medications, supplies and/or equipment received?

## Frequent trips to the Emergency Room?

Do they know about the 24/7 Nurse Advice Line?

Do they know where their local Urgent Care Clinics are?

## Going out of State?

Do medications need to be filled or health care services accessed?

## Psychotropic Medication Concerns

Have they been on the medication for 60+ days so a Psychotropic Medication Utilization Review (PMUR) can be completed?

## No Medical History is known

Has Health Passport been accessed to review "Patient History" for medical claims and "Medication History" for pharmacy claims?

## Is the youth turning 18 soon?

Has a referral been made to participate in the Transitioning Youth Program?

# STAR Health Process



## Step 1

- For assistance, any authorized caller can contact Member Services at **1-866-912-6283**
- Assistance is available 24/7/365

## Step 2

- Caregivers should report STAR Health barriers to the assigned DFPS caseworker
- DFPS caseworkers should report STAR Health barriers to their Regional Well Being Specialist
- **IMPORTANT:** Details of the barrier are important to include such as who at STAR Health they spoke with and when so resolution can be expedited

## Step 3

- The DFPS Regional Well Being Specialist will escalate an inquiry to their designated STAR Health Liaison for internal review
- Upon research or resolution, the STAR Health Liaison will report back to the DFPS Regional Well Being Specialist the findings/case update

## Step 4

- If concerns remain unresolved or if dissatisfaction is expressed, complaints can be reported to STAR Health directly by calling 1-866-912-6283 or by contacting the Texas Health and Human Services Commission at 1-866-566-8989 or by email at [HPM\\_Complaints@hhsc.state.tx.us](mailto:HPM_Complaints@hhsc.state.tx.us).

# Senate Bill 125 in Action



- Child and Adolescent Needs and Strength Assessment
- Texas Health Passport – Assessments, Monthly Reviews and Point of Contact for DFPS, Providers, Medical Consenters and STAR Health.
  - [www.canstraining.com](http://www.canstraining.com)
- In order to administer the CANS assessment on and after 09-01-2016 Network Providers submit their Certificate of Completion to
  - [CBHNetworkDEV@cenpatico.com](mailto:CBHNetworkDEV@cenpatico.com)
- Member Connections representatives support Medical Considers in connecting for assessment and counseling services.

# Case Scenarios



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## Medicaid Covered Services

Can be accessed without a court order as long as they are medically necessary

Services that are not medically necessary cannot be paid for by STAR Health

If services are needed with a Specialist, a referral may be required by the Primary Medical Provider (PCP)

## Non-Medicaid Covered Services

STAR Health does not pay for Non-Medicaid Covered Services

Care grants, value added services & case by case services may be considered (*if appropriate*) and do not require a court order to be accessed

Court Ordered Non-Medicaid Covered Services become the financial responsibility of DFPS

## Orthodontia

Must be medically necessary for STAR Health to pay

To start the process, the child/youth must be seen by their dentist for a referral to an orthodontist

The orthodontist must complete an evaluation to determine if services are medically necessary for Medicaid services to be covered.

## Placement

Placement is not a Medicaid covered benefit and cannot be paid for by STAR Health

Placement considerations must be secured through DFPS

Caseworkers must contact their Regional Well Being Specialists to begin the court ordered placement process

# Judicial Point of Contact



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## Regions 1, 2 & 9

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## Region 3

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## Region 11

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## Foster Care Training Manager

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## [MedQuestions@cenpatico.com](mailto:MedQuestions@cenpatico.com)

STAR Health Staff will respond to general questions within five business days and contact the Requesting Judge for additional information if needed.



**Thank You!**

**STAR Health  
Member Services  
1-866-912-6283**