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STAR Health

High Needs Kids

10/20/2017

What We will Discuss Today



- STAR Health Collaboration
- Basic Benefits
- Specialist Benefits
- Casemanagement
- Specialized Programs

STAR Health Collaboration



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Focus 24



We focus on the supports children in foster care need 24 hours per day and go beyond the provision of clinical services and provide support across all aspects of life. We work diligently to bring behavioral health concepts and best practices to the primary caregivers as well as to all of the individuals who touch the child's life.

Member Services Hotline



Call us if you need help getting services.
We are here 24 hours a day, 7 days a week to help you.

1-866-912-6283

Member Services Staff:

- Are bilingual in English and Spanish
- Can help Medical Consenters pick or change primary care providers
- Will provide additional ID Cards upon request
- Help locate health-care providers in your service area.
- Can answer your questions on the STAR Health program and the services we provide.

Health Passport



Health Passport can help you learn more about your child's health history, current health status and health problems. Doctors, medical consenters, and some DFPS staff can use Health Passport to find helpful information like:

- Prescriptions that were filled at a pharmacy.
- Lab results
- Immunizations
- Allergies
- Visit History (Medicaid claims for 2 years before STAR Health)
- Help Desk: 1-866-714-7996
- Email: TX_PassportAdmin@centene.com

Note:

Caregivers who do not have medical conserter rights, will not have access to Health Passport.

Health Passport Enhancements	Description/Benefit	Available
Integration with Superior Secure Provider Portal	Health Passport is accessible via Superior's Secure Provider Portal. Providers have access to all Provider Portal tools as well as a quick way to launch Health Passport.	11/7/2014
Access link from Provider Portal Member Search results	For Provider's ease of access directly into a member's Passport record from the Secure Provider Portal.	9/1/2015
Allow users to record future scheduled appointments	An interactive tool that allows users to add known scheduled appointments.	9/1/2015
Flag Transitioning Youth Program (TYP) members	Members who are eligible for the Transitioning Youth Program (TYP) will be flagged.	9/1/2015
Full integration with Superior's Clinical Management Systems (Assessments)	Assessments entered in Passport currently feed to Superior's Clinical Management Systems. This enhancement will expand to a full integration of Superior's clinical management systems entered assessments to display in Passport.	9/1/2015
Health Passport Mobile Site	Health Passport will be accessible via a mobile phone or tablet by members, medical consenters and state users.	9/1/2015
Integration with Provider EMR's (CCD data transactions)	To allow providers to maximize their use of electronic patient data, Health Passport data elements will be exportable in an XML-based Continuity of Care Document (CCD) template.	9/1/2015
Provide a Patient List for Caseworkers	Caseworkers will have access to view a list of all members assigned to them.	3/1/2016*
Allow Providers to record referrals	An interactive tool that allows providers to record referrals.	12/1/2015
Display active medications per day supply calculation	Active medications currently reside in the Face Sheet module and is displayed according to fill date (last 90 days). This enhancement will take into account day supply and display only those medications where day supply is less than current date - fill date.	11/1/2015
Health Passport Access link from PCP Patient List	For ease of access, providers will be able to launch a members Health Passport record from their PCP Patient List that resides in the Secure Provider Portal.	12/1/2015
Integration with Superior's Clinical Management Systems (Allergies)	Allergies entered in Health Passport will feedback to Superior's Clinical Management Systems and allergies entered in Superior's Clinical Management Systems will display in Health Passport.	12/1/2015
Interactive Growth Chart Rendering	Providers are able to enter length, height, weight and head circumference in the Growth Chart module. This enhancement will calculate percentiles and render onto a graph for reference within respective age groups.	12/1/2015
Provide Day Supply in Medication details	Day supply to be included in medication details.	11/1/2015
Load all active Foster Care members (with or without DFPS ID)	Health Passport currently requires a DFPS ID to load a member's record. This enhancement will create a record for all Foster Care members with or without a DFPS ID.	12/1/2015
Restrict access to records deemed sensitive by DFPS	Access to records can be restricted to specified users.	12/1/2015*
Addition to Contacts: STAR Health Liaison	Health Passport's Contacts module currently contains contact information for a member's PCP, medical consenter(s), caregiver, caseworker, Superior Service Manager and/or Service Coordinator. This enhancement will include Superior's STAR Health Liaison contact.	12/1/2015

Case by Case Services



NEW: Upon approval, support services will be available to members when case needs are identified.

Examples of case needs:

- Trauma Inform peer support for Caregivers
- Practice Visits for Gynecology and Dental appointments
- Arranging prior authorized non-emergency transportation to the new placement
- Pay for costs of professional assembly and disassembly of durable medical equipment for PMN members when a placement change is indicated
- 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
- 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

How do services get accessed?

Regional WBS/Nurse Consultants will need to coordinate with their STAR Health Liaison and request a scan call (case conference). For scheduling, a scan call template will need to be submitted in writing and in advance to review the case and member's needs.

Behavioral Health Benefits



Mental Health and Substance Abuse Services are provided by Cenpatico, Superior's behavioral health partner. Services include:

- Inpatient Services
- Partial Hospitalization
- Intensive Outpatient
- Day Treatment
- Observation
- Rehabilitative Services
- Outpatient Therapy
- Telemedicine
- Disease Management (Intellectual Developmental Disabilities)
- Complex Case Management



Vision Health Benefits



Vision services are provided by Total Vision Health Plan, Superior's vision services partner. Benefits include:

- Eye exam once a year (more if their eye sight changes a lot)
- Eye glasses every two years (more if their eye sight changes a lot)
- Eye glass replacement as often as needed if they lose or break them
- Access to see an eye doctor without a primary care provider referral

To find an optometrist, call
STAR Health Member Services at 1-866-912-6283
or Total Vision Health Plan directly at 1-866-642-8959.

Expanded Vision Benefits



NEW: Expanded vision benefits providing prescription glasses or \$100 towards the cost of any features or frames not covered by Medicaid. In addition to the benefit provided today of unlimited eye glass replacement if lost or broken.

How do services get accessed?

Caregivers should call Total Vision Health Plan at 1-866-642-8959

Dental Health Benefits



It is very important for your child to get regular dental checkups and services. This will help find problems early and take care of them quickly.

Texas Health Steps checkups:

- New Members who are 6 months and over must have a dental checkup within 60 days of enrolling in the STAR Health Program.
- After that, EVERY child must have a dental checkup every six months through the age 20.

DentaQuest (Superior's dental services partner) can help you choose a dentist that is right for your child.

If your child needs dental care, contact STAR Health Member Services, or call DentaQuest directly at **888-308-4766**.

DentaQuest

Seeing a Specialist



A specialist is a doctor who provides “specialized” care for specific conditions and illnesses. Your child’s Primary Care Provider (doctor) will give you a “referral” when your child needs to see a specialist.

If your child must see a doctor who is not contracted to see STAR Health Members, you will need to get approval from Superior or Cenpatico before the appointment.

IMPORTANT:

If you go to a doctor that is not signed up as a STAR Health provider and is not a Medicaid provider, STAR Health will not pay that doctor and you will get billed for these services.

Please call STAR Health Member Services if you need assistance at:
1-866-912-6283

Services That Do Not Need Referrals



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- **OB/GYN Services** : OB/GYN doctors can be used as a Primary Care Provider. Teenagers and young women can go directly to a Superior OB/GYN for:
 - Annual Well-Woman Exams
 - Care for pregnancies
 - Care for active gynecological condition
- **Family Planning**: Teenagers and young adults can go to any family planning Provider. It does not matter if this provider is with Superior or not. To locate a family planning Provider:

Call STAR Health Member Services at
1-866-912-6283
or see the DSHS website at
www.dshs.state.tx.us/famplan/locator.shtm
- **Behavioral Health Services**: Your child may go to any behavioral health Provider in the Cenpatico Network. We can help you find someone local. Contact STAR Health Member services or call our Cenpatico hotline directly at
1-866-218-8263.

Call Nurse Advice Line



Always contact your child's doctor (primary care provider) first.

If you cannot reach their doctor and want to talk to someone about a health problem that your child is having, you can call Nurse Advice Line at

1-866-912-6283

For example, if your child has a fever, cough, cold symptoms or if you have questions about the medication your child is on, you can call Nurse Advice Line for help on deciding what to do.

Nurse Advice Line has nurses:

- Who are ready to talk to you when you can't reach your doctor.
- Who speak English and Spanish.
- That can answer your questions and help you.
- Available 24 hours a day, 7 days a week and the service is FREE.

Suicide Prevention Lifeline



No matter what problems your child is dealing with, the National Suicide Prevention Lifeline wants to help find a reason for them to keep living. By calling the Lifeline, you'll be connected to a skilled, trained counselor at a crisis center in your area, **anytime 24/7**.

**National Suicide Prevention Lifeline
1-800-273-TALK (8255)**

When calling, you will hear a message saying you have reached the National Suicide Prevention Lifeline. You will hear hold music while your call is being routed.

You will speak to a skilled, trained crisis worker who will listen to your child's problems and will tell you about mental health services in your area.

Your call is confidential and free.

What is Service Management?



Service Management staff identify healthcare needs by completing general health screenings. These screenings are completed by phone when a child/youth enters foster care and also when they have a placement change.

Services are available statewide and our staff can help with:

- Finding doctors and specialists
- Scheduling appointments as soon as possible
- Providing education on health concerns like asthma, depression, obesity, etc.
- Completing a health care service plan with you, your child's primary medical doctor and other health care providers
- Following your child's progress and making sure they get the care they need
- Participating in hospitalizations and discharge planning
- Providing health information as needed for legal reviews, including court testimony (if needed).

Coordination of Care



Service Management staff will also help coordinate services for your child with community agencies and programs such as:

- Women, Infants and Children (WIC) Program
- Department of Assistive and Rehabilitative Services (DARS)
- Early Childhood Intervention (ECI) Program
- Department of State Health Services (DSHS)
- School Health and Related Services (SHARS)
- Medical Transportation Program (MTP)
- Case Management for Children and Pregnant Women (CPW)

Special Health Care Needs



If your child has special health care needs, like a serious ongoing illness, disability, or chronic or complex conditions, call STAR Health.

We can help you make an appointment with one of our doctors that care for patients with special needs. We will also refer you to one of our case managers who will:

- Help you get the care and services you need
- Develop a health care service plan with you and your child's doctors
- Follow your child's progress to see they are getting the care they need
- Answer your healthcare questions.

IMPORTANT:

If you need to see a provider that is not contracted to serve STAR Health Members, they must call STAR Health for an authorization before your child is seen.

Disease Management



We have specialized teams that provide support and assistance to Caregivers that serve children who have asthma and Intellectual Developmental Disabilities.

- **Asthma Health Management Program**
 - Helps identify the causes of asthma
 - Teaches how to prevent episodes and identify triggers
 - Develops a plan to help control the disease
- **Intellectual Developmental Disabilities Health Management Program.**
Serves foster care members with a diagnosis of:
 - Mental Retardation
 - Autism
 - Asperger's
 - Pervasive Developmental Disorder

Specialized Programs



- Physical & Behavioral Health Complex Case Management (CCM)
- Transitioning Youth Program (TYP)
- Trauma Informed Care Training
- Physical and Behavioral Health Centralized Discharge Planning
- Start Smart for Your Baby® OB (Case Management for children and pregnant women)
- Transplant Program
- Diabetes (Dual case management)
- Personal Care Services (PCS)

Specialized Service Management Programs



Complex Case Management (CCM) - Our Service Managers for this program work closely with CPS Caseworkers, caregivers and providers to decrease the frequency of hospitalizations for children and youth who are frequently hospitalized in psychiatric facilities.

Transitioning Youth Service Management – This program is designed to improve the coordination of behavioral healthcare needs for youth preparing to age out of the foster care system.

Specialized Service Management Programs



Intellectual and Developmental Disabilities Management (IDDM) –

Our Service Managers give referrals to providers who utilize best practices for working with those who have an intellectual or developmental disability. They also work closely with CPS Developmental Disability Specialists to ensure that the child's educational needs are met and that the child is referred to appropriate waiting lists for Medicaid waiver programs.

Diabetes Service Management (DSM) –

Together, the Behavioral Health and Physical Health Service Managers provide education, support, and community referrals to the caregivers, CPS caseworkers, placement workers, and therapists, while simultaneously ensuring that the children's physical and emotional needs are being met.

Out of State Travel



If your child gets sick and needs medical care while out of state:

- Go to the nearest Texas Medicaid doctor
- Call Superior if you need help finding a doctor
- Show your child's Superior ID card to the doctor
- Have the doctor call Superior for an authorization number. The phone number to call is on the back of your child's Superior ID card.

If your child has an emergency while out of the state:

- Go to the nearest emergency room
- Make sure you call Superior within 24 hours of the visit
- Please make sure you follow up with your child's primary care provider as soon as you return home.

If you travel outside of the United States, Medicaid does not cover services

HELP Lines to Remember



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Superior HealthPlan (STAR Health Member Services)	1-866-912-6283
Cenpatico (Behavioral Health)	1-866-218-8263
DentaQuest (Dental Services)	1-800-308-4766
Total Vision Health Plan (TVHP – Vision Services)	1-866-642-8959
Nurse Advice Line	1-866-912-6283
Medical Transportation Program	1-877-633-8747
For pharmacy questions	1-866-912-6283
Health Passport Help Desk	1-866-714-7996
To Report Abuse/Neglect of a child	911 (Emergency) or 1-800-252-5400

CentAccount



NEW: adolescent 2 Adulthood (a2A) - a program offering reward dollars through CentAccount to young adults who complete wellness visits, dental checkups and other health screenings.

How do services get accessed?

Eligible Members (18 to 21 year olds) will be mailed a reward card when they receive a Texas Health Steps check up, Dental Check up, flu shot, General Health Screening or a Well Woman exam.

Boys & Girls Club Memberships



NEW: Boys and Girls Club Memberships for members ages 6 through 18 years old

How do services get accessed?

Caregivers and/or caseworkers should call STAR Health Member Services at 1-866-912-6283 and request to speak to a Member Connections Representative.

Sport/Camps Physicals



NEW: Sports or camp physicals for members age 4 to 18 years old.

How do services get accessed?

Members will need to go to their assigned Primary Care Provider (who is a STAR Health Provider) and request a sports/camp physical. The doctors office will need to file a claim to Superior HealthPlan for payment.

Online Mental Health Resources



NEW: Additional online resources will be provided to improve mental health and overall well being.
Available to members, caregivers and caseworkers.

How do services get accessed? www.mystrength.com

In addition, online training opportunities continue through Foster Care EDU:

- <http://www.cenpaticou.com/foster-care-edu/>
- <http://www.cenpaticou.com/foster-care-edu/caregiver-training/>

Mobile Crisis Outreach Teams (MCOT)



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NEW: STAR Health mobile crises services will be available in Houston, Dallas, San Antonio, Lubbock and Corpus Christi for Members placed with Pathways and Covenant Kids. This is in addition to the statewide MCOT's available through the Local Mental Health Authorities.

How do services get accessed?

Families licensed with Pathways and Covenant Kids would need to contact their Child Placing Agency for assistance with these services.

For additional information call 1-866-218-8263

Psychiatric Hospital Diversion Program



Psychiatric hospital diversion services will be expanding to Houston, San Antonio, and one additional site that will be located in either region 2 or 9.

This is in addition to the Turning Point Program provided today in Tarrant County.

Turning Point



Patients Admitted to an IP Facility in 2014

with in 90 days of discharge:



19.2%



38.8%

What is PMUR?



- A tool used as part of a broader medication monitoring process
- PMUR process includes:
 - pharmacy claims review
 - medical record review
 - peer to peer consultation
 - education
- Goal is to ensure prescribers are acting within an agreed upon standard of care when prescribing to foster care children



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Superior Healthplan/Envolve PeopleCare Psychotropic Medication Monitoring Program

- All children under the age of 4 years
- Any child with 4+ psychotropic medications (polypharmacy)
- Any child whose medication regimen appears to have class polypharmacy as defined by:

2 or more concomitant

- **Stimulant medications**
- **Alpha agonists**
- **Antidepressants**
- **Antipsychotics**

3 or more concomitant

- **Mood stabilizers**

Foster Care Centers of Excellence (FCCOE)



STAR Health will partner with providers who have extensive foster care experience to implement a Foster Care Centers of Excellence Network Model. This model will provide access and accountability for the unique and necessary services children in Foster Care require.

The FCCOE will include additional telemedicine providers and tele-health equipment which will allow us to treat children closer to their home and school, causing less disruption in their lives.

- Statewide access (progressing from urban to more rural regions)
- 18 month implementation phase, which will cover approximately 2/3 of the total STAR Health population (Austin, Dallas, Fort Worth, Houston and Lubbock)
- Ultimately, STAR Health will expand the Model statewide to support all STAR Health Members

STAR Health Contact Information



STAR Health
Member Services
1-866-912-6283



Thank You!