The Next Level of STAR Health: Understand, Access, and Utilization of Services

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Liz Kromrei, CPS Director of Services, DFPS

October 2, 2018
Session Plan:

1. Overview of STAR Health Services, Benefits, Initiatives
2. Update on the “3 in 30”, including 3 Day Medical Exam
3. Initiatives new in Fiscal Year 2019
4. Q and A
Who is Superior HealthPlan?

Superior HealthPlan (Superior) is a managed health-care company that provides health care for many Texans. Superior began in El Paso in 1999. Today, Superior serves members in all 254 counties across the state. Superior works with the State of Texas Health and Human Services Commission (HHSC) to support 8 different products to include STAR Health.

Superior is a wholly-owned subsidiary of Centene Corporation, which became the first organization in the country to serve as a state’s exclusive managed care company for foster care children/youth on April 1, 2008. Today Centene as a whole services 1/3 of the foster care population in the nation.

Betty Brinn
Founder 1984
What is STAR Health?

STAR Health is a managed healthcare program that provides Medicaid benefits to most children and youth placed under Texas Department of Family and Protective Services (DFPS) conservatorship. Benefits include services like:

- Physical health
- Behavioral health
- Dental
- Vision
- Pharmacy benefits
- Value Added Services

STAR Health Member Services
1-866-912-6283
Physical Health Benefits

- Medical appointments
- 3 day exam
- Texas Health Steps / EPSDT *(Early and Periodic Screening, Diagnosis, and Treatment)*
- 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

STAR Health provides Medicaid covered services. Refer to member handbook and/or the Texas Medicaid Provider Manual for further information regarding coverage of benefits.
Behavioral Health Benefits

- Texas CANS 2.0
- Outpatient Therapy
- Intensive Outpatient (IOP)
- Partial Hospitalization (PHP)
- Inpatient Services
- Substance Abuse
- Telemedicine (psychiatric)

- Psychotropic Medication Utilization Review (PMUR)
- Psychiatric Appointments
- Psychological Evaluations
- Turning Point (Ft. Worth, Houston, San Antonio & Abilene)
- Mobile Crisis Outpatient Treatment (SB 58 through LMHA)

STAR Health provides Medicaid covered services. Refer to member handbook and/or the Texas Medicaid Provider Manual for further information regarding coverage of benefits.
Vision services are provided by Envolve Vision Services

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
- Envolve Vision Services 1-866-642-8959

Dental services are provided by DentaQuest,

Benefits include:

- Routine dental services
- Braces, when medically necessary
- Please note orthodontia is not covered for cosmetic purposes
- DentaQuest 1-888-308-4766

STAR Health Member Services
1-866-912-6283
Pharmacy Benefits

Get unlimited prescriptions through STAR Health if you go to a pharmacy that takes Superior members.

What will STAR Health help with?
- Overrides for new Members who have been removed
- Escalating medications that require authorizations
- Medication that are left behind because of a placement change
- After hours assistance to obtain medications

Who do I call if I have problems getting medications?
Member Services at 1-866-912-6283. Please call while you are still at the pharmacy.

Important: The pharmacy will need at least a DFPS ID number to process a claim if no Medicaid ID is available. Please take a completed DFPS 2085 B Form.
Value Added Services

• Small cash grants, called Care Grants, that may be used for items like art supplies, clothing, weighted blankets or other personal items (up to $100 per Member) *

• Expanded vision benefits providing prescription glasses or $100 towards the cost of any features or frames not covered by Medicaid

• Up to $25 towards Boys & Girls Club of America membership for members aged 6 through 17 years old *

• $30 every quarter for specific over-the-counter items through a mail order program

• Sports or camp physical for members ages 4-17 years old

• a2A CentAccount Rewards Program offering financial, non-cash incentives for members ages 18 through 20 years old who complete wellness visits, dental checkups and other health screenings

* Texas CANS 2.0 & THSteps/EPSDT  
(Early and Periodic Screening, Diagnosis and Treatment)  
Adherence Requested
Welcome Calls

What to expect when a child/youth is new to foster care:

– STAR Health benefit overview
  • Primary Care Physician confirmation / change
  • Transportation
  • Community resources

– Scheduling 3 in 30 requirements
  • 3 day exam
  • Texas CANS 2.0
  • Texas Health Steps/EPSDT (Early and Periodic Screening, Diagnosis, and Treatment)

– General Health Screening
  • Service Coordination
  • Service Management
  • Transition Specialist
  • Discharge Planning (children inpatient)
General Health Screening

The General Health Screening is a telephonic questionnaire completed by Superior staff to identify your child’s healthcare needs such as:

- Physical and behavioral health services
- Discharge appointments needed if inpatient
- Obtaining medications
- Securing durable medical equipment (DME)
- Scheduling upcoming health care appointments.

The General Health Screening can trigger a referral to Service Management or Service Coordination. A referral is not needed to have your child in Service Management or Service Coordination. Services can be requested at any time.
Service Coordination (SC)

Members qualify for service coordination (SC) when their health status appears stable but the Caregiver would benefit from ongoing support beyond the general health screening.

Telephonic support is coordinated on an individual basis and is provided to:

- Assist caseworkers and foster parents in locating health care providers
- Scheduling ongoing health care appointments as needed
- Ensure sharing of health information is made between treating providers
- Expedite assessments and appointments as needed (court, YFT, change in condition, adoption, etc.)
- Make referrals to local resources

Case Scenario: Member’s case worker contacted STAR Health because she had a court order for a Psychiatric Medication Utilization Review (PMUR) and needed assistance locating a Trauma Informed Therapist. The SC contacted the caseworker to obtain further information and reached out to the caregiver to assist with the court order. The SC submitted a request to the PMUR team to initiate a medication review. The SC also identified a local trauma informed provider and scheduled the appointment. The SC ensured both the caseworker and caregiver were informed of the date and time. The results of the PMUR review were sent to the caseworker once completed in time for court.
Members qualify for service management (SM) when they demonstrate chronic/complex conditions such as having multiple hospitalizations, intent to harm self or others, explosive type behaviors (aggression, impulsivity, depression), pregnancy, etc.

Telephonic support is provided by registered nurses or licensed clinicians on an individual case by case basis to:

- Complete and monitor the child’s individual health care service plan
- Assist in locating specialty providers
- Coordinate new treatment or services needed
- Provide face-to-face visits (SAI – Screening Assessment Instrument Tool, MDCP, Personal Care Services, Community First Choice, and Private Duty Nursing)
- Make referrals to complex case management for high risk members:
  - Multiple Hospitalizations (physical and behavioral health)
  - Insulin dependent Diabetes
  - Sickle Cells or HIV Diagnosis
SM Case Scenarios

- Member is placed with their grandmother who is newly diagnosed with diabetes. Grandmother is unsure of treatment options for her grandchild and reaches out to STAR Health. After a general health screening was completed a referral was sent to SM. The assigned SM reached out to the grandmother to gather more information and assist with diabetic education, review of treatment plan provided by doctor and assist with specialty appointments. In addition, SM also completed a health care service plan to help identify treatment goals.

- Caregiver contacted Member Services for assistance with her 10 year old child who began displaying verbal and physical aggression since he started school. The call was transferred to a SM. In discussing with the Caregiver the concerns she had, the SM reviewed the member’s file and noted the last psychological completed was over a year ago. The SM identified a local psychologist and therapist and helped to schedule the appointments for a new psychological and individual therapy services. The SM enrolled the child in Service Management and completed the STAR Health Service Plan. The SM scheduled monthly follow up calls to offer ongoing telephonic support and assistance to monitor the progress the child was making.
Discharge Planning

Behavioral Health Discharge Planning (DCP):
The assigned DCP will make outreach to obtain the following information:
  • Need for Medications
  • Schedule the 7 day follow-up appointments
  • Coordinate behavioral health appointments

Physical Health Discharge Planning (DCP):
The assigned DCP will outreach to obtain the following information:
  • Updates on members medical condition
  • Assist with any discharge needs
  • Facilitate appointments, DME / supplies and services needed
A Transition Specialist is assigned to youth at 15 years old up to the age of their 21st birthday.

The Transition Specialist can:

• Help apply for long-term services and supports to support aging out
• Assist in applying for community services after youth turns 21 years old
• Provide health and wellness education geared towards youth’s needs
• Assist with coordinating transportation
• Explain the need to choose a health plan at the age of 21
• Help identify future employment, employment training opportunities and other resources to help the youth succeed after they turn 21 years old
Resources during and after business hours

We are here 24 hours a day, 7 days a week to help you.

1-866-912-6283

- Dedicated Staff for STAR Health
- One stop shop – save this phone number to access all STAR Health services
- Resource for 3 day medical exam, CANS 2.0, and Texas Health Steps.
- Confirm STAR Health eligibility
- Help with pharmacy issues
- Access to Registered Nurses (Nurse Advice Line)
- Get on Call Management Support
- Identify local emergency rooms, urgent care centers and psychiatric hospitals (open beds)
- Obtain the phone number for Turning Point Services
Turning Point

A Psychiatric Hospital Diversion Program for Children and Youth in Foster Care
• Children and youth in foster care and their caregivers can get help to prevent hospitalizations and disruptions in placement.
• This program is available in the Dallas/Fort Worth, Houston, San Antonio and Abilene areas.

Benefits of this new program include:
• Access to a 24-hour crisis information line.
• Mental health assessment.
• Counseling and family consultation.
• Alternate care setting for youth who qualify.
• In-home crisis support and intervention planning.

To learn more about Turning Point, call one of these numbers:
Dallas/Fort Worth: 1-817-909-1171
Houston: 1-888-483-0831
San Antonio: 1-800-619-5291
Abilene: 1-888-263-1909

More information is also available online at www.pathway.org and www.ACHservices.org.
Superior HealthPlan
Foster Care Center of Excellence

Consist of STAR Health network providers who have extensive foster care experience and are trained in working with children and youth who have undergone trauma.

The Foster Care Center of Excellence will serve as a one-stop shop to access services. These include:

• Access to a certified provider for Texas Health Steps (THSteps)/EPSDT (Early and Periodic Screening, Diagnosis, and Treatment)
• Access to a certified provider for the Texas Child and Adolescent Needs and Strengths (CANS) 2.0
• Behavioral services (Individual therapy, Group therapy, Trauma Informed Care, Cognitive Behavioral Therapy, etc.)
• Referrals to specialists like Physical Therapy, Speech Therapy and Occupational Therapy
• Assistance with getting Durable Medical Equipment
• Family planning and pregnancy care
• Vision and dental services
• Prescriptions
• Lab tests and x-rays
• Urgent care

Please note: The FCCOE can provide services to STAR Health members on a one-time basis or serve as a Primary Care Provider.
FCCOE Locations

South Texas Center for Pediatric Care
3327 Research Plaza, Suite 307
San Antonio, TX 78235
(210)337-2100

94 Briggs Ave, Suite 400
San Antonio, TX 78224
(210)922-2299

123 Stone Oak Loop
San Antonio, TX 78258
(210)495-7334

9150 Huebner Rd, Suite 240
San Antonio, TX 78240
(210)576-1436

Harris County Protective Services
6300 Chimney Rock Road
Houston TX 77081
(713)295-2570

Northwest Assistance Ministries
15555 Kuykendahl Rd,
Houston, TX 77090
281-885-4555

To learn more about the Foster Care Center of Excellence, please call STAR Health Member Services at 1-866-912-6283 and ask for a Member Connections Representative.
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
- Identify Texas Health Steps
- Review CANS 2.0 and FSNA assessments
- 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 consenter rights, will not have access to Health Passport.
3-in-30 Medical Exams

3- Day Initial Medical Exam

In 3 business days, children entering DFPS care must see a doctor to be checked for injuries or illnesses and get any treatments they need.

CANS Assessment

In 30 days, children (ages 3-17) must get a CANS assessment. The CANS 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.

Texas Health Steps Medical Check-Up

In 30 days, children must see a doctor for a complete check-up with lab work. This makes sure:
- We address medical issues early.
- Kids are growing and developing as expected.
- Caregivers know how to support strong growth and development.
3-in-30 Medical Exams

Senate Bill 11 (Schwertner, 85R) requires children entering care to receive a medical exam in the first three business days after removal and is part of the “3 in 30” protocol.

3 in 30 includes:

- 3-day Medical Exam\(^1\)
- Texas Health Steps Medical Checkup
- Child and Adolescent Needs and Strengths Assessment
3 Day Medical Exam Implementation

Medical Assessment
- Vital Signs, including growth parameters
- History
- Physical exam
- Tests (lab, imaging, etc)
- Treatment
- Discharge
- Follow-up Instructions
3 Day Exam

• The 3-day exam **DOES NOT** replace the Texas Health Steps (THSteps) medical checkup or the Child and Adolescent Needs and Strengths (CANS) Assessment. The 3-day medical exam is required in addition to THSteps and CANS.

• Children and youth **MAY NOT** receive vaccinations at the 3-day exam unless the medical professional determines that a *tetanus* vaccination is necessary.
## How is it going?

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<td><strong>3 Day Exam Done Timely</strong></td>
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<td>(88.2% of the 36.7% exams were done timely)</td>
<td>(90.8% of the 34.1% exams were done timely)</td>
<td>(83.9% of the 50.8% exams were done timely)</td>
<td>(89.1% of the 54.8% exams were done timely)</td>
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<td>Add: Regions 4, 5, 6A, 6B approx. 75% of state has begun</td>
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# April Removals – 3 day exam

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[Graph showing distribution and percentage of removals by region]
## April Removals - Statewide

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New Efforts:

1. Harris County Protective Services
2. STAR Health 3 in 30 Incentive Program
3. Telehealth Pilot for CANS

Questions?
Contact Information:

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