

Important Phone Numbers & Links

STAR Health Member Services

1 (866) 912-6283

Call with questions about:

- ❖ STAR Health ID Cards
- ❖ Finding / Changing Doctors
- ❖ Rx refill problems
- ❖ Service Managers for a child
- ❖ Medical, Dental, Behavioral Health or Vision Services
- ❖ Texas Health Steps Medical Checkups
- ❖ CANS Assessments

Please call if you need help making an appointment!

NurseWise Hotline

1 (866) 912-6283

Open 24-hours/ day, 7-days/week (After-hours press #7). Talk to a nurse about health questions. Services are available in English and Spanish.

Health Passport Help Desk

1 (866) 714-7996

Call for technical or other questions, or for help signing up. You can also call if you need help finding a child's information in the Health Passport.

Medical Transportation Program

1 (877) 633-8747

If you need help getting to the doctor or dentist, Medicaid may be able to help. Children with Medicaid and their caregiver can get free rides to and from the doctor, dentist, hospital, or drug store. Call for more information on free transportation for medical care.

2-1-1 Texas

Need help and don't know where to go? Call 2-1-1 to receive free information about Medicaid and many other resources and services in your area.

www.fostercaretx.com/

STAR Health's main website. You will find a list of questions and answers, details about services, a list of doctors and other providers, and more. Use this website to register for and log into the **Health Passport**.

www.dfps.state.tx.us/Child_Protection/Medical_Services/guide-star.asp

DFPS website with information about STAR Health, Medical Consent, and the Health Passport.

www.dfps.state.tx.us/Child_Protection/Medical_Services/medical-consent.asp

DFPS website for online caregiver training on Medical Consent.

www.dfps.state.tx.us/txyouth/default.asp Texas Youth Connection

More Questions?

Please call STAR Health Member Services at 1-866-912-6283

If you still need help after calling STAR Health,
Please contact your CPS Worker.

January 2018

A Quick Guide to STAR Health for Caregivers

The STAR Health Medicaid program is specifically for children, youth and young adults in the care of the Department of Family Protective Services (DFPS). STAR Health covers children and youth in Child Protective Services (CPS) foster care and kinship placements, 18 -21 year olds who are in a DFPS placement, and young adults who receive Medicaid from the Former Foster Care Program. STAR Health provides comprehensive medical (physical, dental, and eye care) and behavioral health (psychological and therapy) services.

Each region has a CPS Well-Being Specialist to help CPS workers with STAR Health services. Caseworkers may contact their regional Well-Being Specialist if they have difficulty obtaining services to meet a child's needs. The caseworker will also contact their Well-Being Specialist for a medical staffing any time a child with Primary Medical Needs is moving to a different home.

Important Paperwork

Your Texas Benefits Medicaid Card is mailed from the Health and Human Services Commission (HHSC) Office in Austin when a child's Medicaid becomes active. It may take about a month for the first card to arrive at the child's placement address. To replace a lost Medicaid Card for a child in your care, call 1-855-827-3748. If you still do not receive one, call the CPS Caseworker who will contact a DFPS Eligibility specialist for assistance. *Remember: The child's Medicaid card must be sent with the child if he or she moves.*

STAR Health ID Cards are mailed after a child's Medicaid becomes active. A new ID card is also sent when a new Primary Care Provider (PCP) is selected, or if a child moves. The STAR Health ID card comes from Superior Health Plan Network and does not have an end date. The card has the child's Medicaid number and their PCP information. You can call STAR Health Member Services / Superior Health Plan at 1-866-912-6283 to request a new card. There is no cost for a new ID Card.

Form 2085-B: This form documents who DFPS has chosen as a child's medical consentor (with court approval). In most cases, you will receive the Form 2085-B when a child is placed in your home. A new form is given any time DFPS changes the person who can give medical consent for a child. If the court designates a certain person to consent to medical care, their name will be in the court order and no Form 2085-B is used. Form 2085-B contains important information about medical consent and the STAR Health Program. The form also has the child's name, Person Identification Number (PID) and Medicaid number. The PID of the medical consentor is also on this form. If you don't have the STAR Health ID or Medicaid card for a child who is new in your home, you may use Form 2085-B to obtain health care services for the child. You will need to bring the form to the child's appointment.

If a medical or behavioral health provider will not accept Form 2085-B for services or asks you to sign a form to assume financial responsibility, call STAR Health Member Services at 1-866-912-6283.

The First 30 Days in Care ~ 3 in 30

All children entering DFPS legal custody need a good assessment of both physical and behavioral health needs right away. This means that children and youth who come to live with you must have **both** the Texas Health Steps medical checkup and the CANS assessment **within 30 days** of coming into the legal custody of DFPS to ensure they get the best care. **In addition**, the 3 Day Medical Exam will be required across the state by December 2018 and may be required in your region as early as April 2018.

Texas Health Steps is health care for children from birth through age 20 who have Medicaid. Texas Health Steps gives children free medical checkups and keeps them healthy. During the Texas Health Steps medical checkup, the doctor will look at the child from head to toe to check for health issues and make sure the child is growing and developing like other children their age.

Child and Adolescent Needs and Strengths (CANS) is a comprehensive behavioral health assessment and trauma screening that assists with service recommendations and case planning. Children and youth ages 3-17 must have a CANS assessment within 30 days of coming into the legal custody of DFPS, and then annually while the child remains in care.

3 Day Medical Exam will be rolling out in your area between April and December 2018. Check with your caseworker to see if it is required at this time. The exam will check a child for injuries and illnesses shortly after removal (within 3 business days) and make sure they have all needed treatments. **Remember:**

- ❖ All children entering conservatorship must have a Texas Health Steps medical checkup and a CANS assessment within 30 days of coming into the legal custody of DFPS.
- ❖ Texas Health Steps medical checkups must be performed by a medical provider enrolled in Medicaid as a *Texas Health Steps provider* and who has a contract with STAR Health.
- ❖ CANS assessments must be performed by a CANS-certified STAR Health clinician (except in the Region 3B Community-Based Care catchment area).
- ❖ STAR Health member connection representatives make a Welcome Call to caregivers once a child is enrolled in STAR Health to offer assistance, including scheduling the Texas Health Steps medical checkup and CANS within 30 days.

Questions & Answers

What is the STAR Health Welcome Call?

Once a child is enrolled, STAR Health member connection representatives place a call to the medical consentor caregiver to offer assistance. This call includes a general health screening and offering help with appointment scheduling for Texas Health Steps, CANS, or other services. **If you have not yet received a call from STAR Health, please contact STAR Health Member Services at 1 (866) 912-6283.**

What is STAR Health Service Management?

STAR Health Service Management is a benefit for any child with STAR Health. Service Management helps you, the caregiver, to identify and coordinate access to all available physical and behavioral health services. During the STAR Health Welcome Call, the health screening is used to determine if the child would benefit from Service Management. If the screening indicates a need for service management, a service

manager will call the medical consentor to offer assistance and explain the benefits. The caregiver or caseworker must accept these benefits. Also, any STAR Health member – including you, the caregiver, caseworker, residential provider or PCP may request and receive Service Management from STAR Health.

Service Management can assist stable members who require minor assistance with a health need by helping caregivers find providers and schedule appointments. They will coordinate access to all available services including non-Medicaid services and community resources. For members with higher needs, service managers will recommend and coordinate services for the child. The service manager makes regular telephone contact with the caregiver and creates a Health Care Service Plan to ensure that the goals for the child's health care are met. They participate in pre-admission planning for non-emergency hospitalizations and discharge planning.

To request STAR Health Service Management, call STAR Health Member Services at 1-866-912-6283.

Need help getting a Prescription filled?

Prescriptions are covered by STAR Health. You will need the child's Medicaid number to obtain medications and refills. **If you have a problem filling a prescription at the pharmacy, call STAR Health Member Services from the pharmacy.** Be sure to drop off prescriptions with the drug store 4-5 days before a medicine runs out. This will help prevent delays in getting needed medications. **If prescriptions are denied because of Medicaid eligibility, call the child's CPS Caseworker.** The caseworker can work with the DFPS Eligibility staff to correct the problem quickly.

What is the Health Passport and how do I sign up for it?

The Health Passport is a computer-based system that has health data about children in the STAR Health program. It contains information including doctor and dentist visits, hospital stays, prescriptions and shot records. If you are the medical consentor for a child, you may use the Health Passport to view entries for the children in your care.

You may register for access to Health Passport at www.fostercaretx.com/. For Registration Type select the third box "*Foster Care Member, Medical Consentor, Foster Parent, DFPS Staff...*" and enter your information, then click "*Next*". In the "*State ID*" field, enter your DFPS IMPACT PID. For help with Health Passport, email TX_PassportAdmin@centene.com or call 1-866-714-7996.

What if a medical or other health service is denied for a child in my care?

If you receive a letter that says a service is not approved, call the assigned CPS worker or supervisor right away. You should also give the caseworker a copy of the letter. They will work with their Well-Being Specialist to find out how to help the child get the service.

Interested in receiving training about the STAR Health program?

Go to www.fostercaretx.com/. Click the "*About Us*" tab, select the *Resources* link, then the *Training* link. You will find a list of Clinical Trainers across the state. You may call the one in your area to plan a face-to-face STAR Health orientation. Relative and Kinship families as well as foster parents can call to set up an orientation. Licensed foster homes will receive training hours for attending orientation and other trainings provided by STAR Health. Kinship caregivers may also call their CPS caseworker for more details about STAR Health.