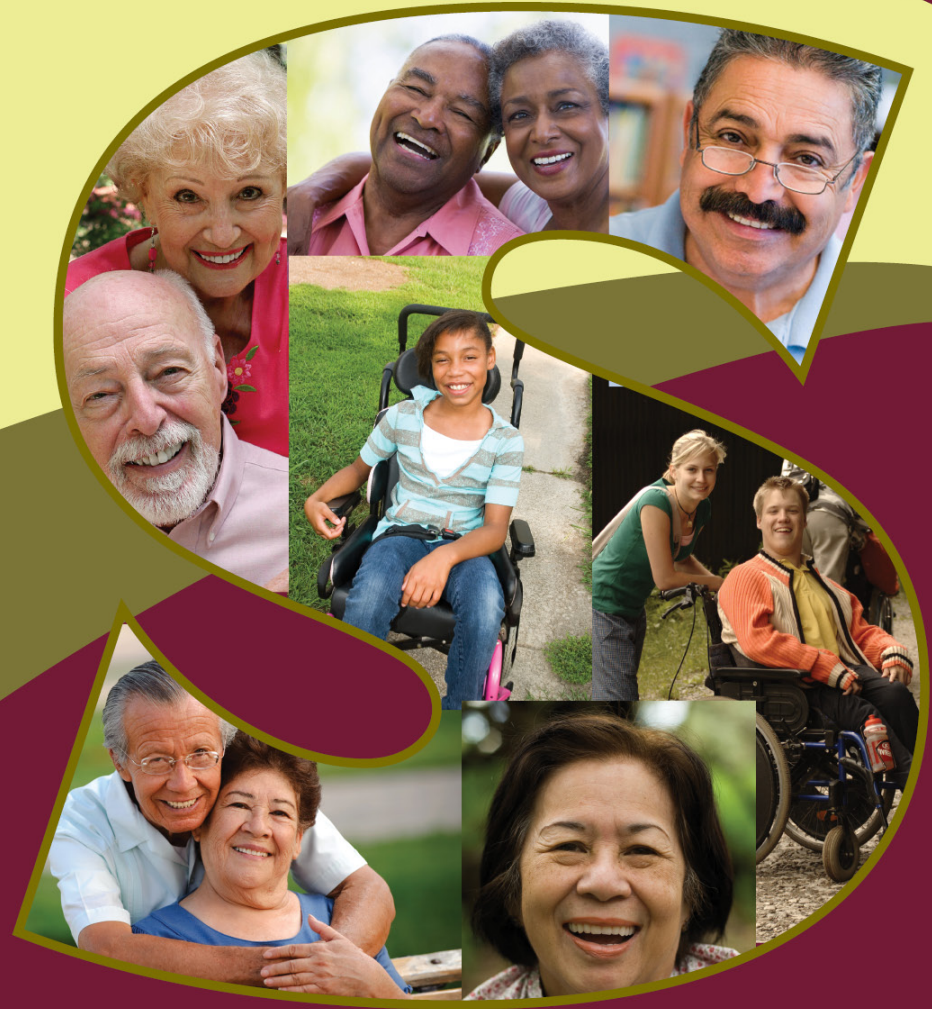


***Superior HealthPlan  
Emergency Response  
Services & Home  
Delivered Meals  
Provider Training***





# Who is Superior HealthPlan?

- Superior HealthPlan is a subsidiary of Centene Management Corporation located in St. Louis, MO.
- Licensed HMO in 7 Service Delivery Areas offering STAR, STAR+PLUS, CHIP, CHIP Perinate, STAR Health (Foster Care), Medicare Advantage
- STAR HMO provider since 1999, CHIP HMO provider since 2002, Statewide contract for STAR Health (Foster care) effective April 1, 2008.
- Effective February 1, 2007, Superior HealthPlan began serving STAR+PLUS Members in the San Antonio (Bexar) and Nueces Service Delivery Areas.
- Effective February 1, 2011, Superior HealthPlan began servicing STAR+PLUS Members in the Dallas Service Delivery Area.
- Superior HealthPlan manages healthcare for over 467,000 members





# Eligibility

- Texas Medicaid Benefit Card
- Superior HealthPlan Identification Card
- Superior HealthPlan Website:  
[WWW.SUPERIORHEALTHPLAN.COM](http://WWW.SUPERIORHEALTHPLAN.COM)
- Contact Member Services: 1.866.516.4501
- Verify Eligibility the 1<sup>st</sup> of each month using our website or by contacting Member Services



This is where your name appears.

This is your Medicaid ID number.

This is HHSC's agency ID number. Doctors and other providers need this number.

**Your Texas Benefits**  
Health and Human Services Commission

**Medicaid ID Card**

Member name:  
Your name goes here

Member ID (Medicaid ID):  
999999999

Issuer ID: (80840)  
999999999

RxBIN: 001111  
RxPCN: ADV  
RxGRP: RX1234

Date card sent:  
06/01/2011

Your Health Plan goes here:

If you have a health plan, its name and phone number will be listed here. Call this number if you have questions about your doctor or services.

Drug stores use these numbers.

This is the date your card was sent to you.

This message is for doctors and other providers. This means they need to make sure you are still in the Medicaid program.

Call this number if you need help using this card.

This card does not guarantee eligibility. La tarjeta no garantiza la elegibilidad.

Need Help? ¿Necesita Ayuda?

1-800-252-8263

Questions about your doctor? Call your health plan. ¿Preguntas sobre su doctor? Llame su plan de salud.

www.YourTexasBenefits.com

TX-CA-0411

This is a magnetic strip your doctor can swipe (like a credit card) to get your Medicaid ID number.

Go to this website to learn more about this card.

# STAR + PLUS Identification Cards



**STAR+PLUS**  
PROGRAM  
Your Health Plan ■ Your Choice

Member ID #:

Member Name:

Primary Care Provider

Name:

Phone:

Effective Date:

Service Coordinator/Coordinadora de Servicios: 1-866-516-4501  
Member Services/Servicios para Miembros: 1-866-516-4501  
Available 24 hours a day/7 days a week  
Disponible las 24 horas del día/7 días de la semana

Behavioral Health/Servicios de salud mental y abuso de sustancias:  
1-800-466-4089 Available 24 hours a day/7 days a week  
Disponible las 24 horas del día/7 días de la semana

If you need emergency care, go immediately to the nearest Emergency Room. (Your doctor does not have to refer you for emergency care.)

Si tiene una emergencia, vaya inmediatamente a la sala de emergencias más cercana. (No necesita un envío a servicios de su doctor para recibir atención de emergencia.)

Medicaid recipients who are also eligible for Medicare have Long Term Care Benefits Only.  
Recipientes de Medicaid que también están elegibles para Medicare tienen solamente Beneficios de Cuidado a Largo Término.





# Service Coordination

- All members receiving LTSS services will be assigned to a Service Coordinator
- Service Coordination is available to all STAR+PLUS members
- Service Coordinators will:
  - Review assessments and develop plan of care utilizing input from member, family and providers
  - Coordinate with the member's PCP, specialist and LTSS providers to ensure the member's health and safety needs are met in the least restrictive setting
  - Refer members to support services such as disease management and community resources
  - Authorize services





# Service Coordination Teams

- Service Coordination utilizes a multidisciplinary approach in meeting members needs including behavioral health referrals and non-clinical social support
- Service Coordinators are divided into three teams consisting of: Exceptional Needs, Dual Eligible (those who have both Medicare and Medicaid), and Waiver/Long Term Care
- Service Coordination Teams are assigned by zip codes





# Authorizations

- Providers may call the Service Coordination department or fax a 2067 to request initial approval or changes to an authorization
  - Dedicated Service Coordination Teams located in each Service Area
- Services are initiated as service need is identified by the Service Coordinator via the PCP, hospital or nursing home discharge, health risk assessments, etc.
- Superior sends summary reports to providers each month listing all members receiving services to assist with reconciliation & ensure accuracy of authorizations
- ERS & Home Delivered Meals are a STAR+PLUS waiver benefit but may be approved by a Service Coordinator for non waiver members



# Billing Requirements



\* If provider bills less than contracted amount, the claim will pay the lesser of.

- Bill with Place of Service 12
- Procedure code for ERS = S5161; Home Delivered Meals = S5170 or S5710 w/modifier U3 for STAR+PLUS Waiver members
- Taxonomy Code ERS: 333300000X; Taxonomy Code for Home Delivered Meals: 332U00000X
- Unit = 1 Month for ERS; Unit = 1 Meal for Home Delivered Meals





# Web Site

[www.superiorhealthplan.com](http://www.superiorhealthplan.com)

- SUBMIT CLAIMS ON-LINE!
- Check claim status
- Verify eligibility
- View Provider Directory
- View Provider Manual
- Submit Online Authorizations (acute care only)
- Request copy EOP
- Link for Providers to file On-Line complaints
- Provider Group Training Schedule
- Provider On-Line Training Schedule
- Links for additional Provider Resources



# Contracting Contacts



- Telephone number to request contract – 866-615-9399 x 22534
- Email Address to request contract – [shp-networkdevelopment@centene.com](mailto:shp-networkdevelopment@centene.com)
- Request contract via website – [www.superiorhealthplan.com](http://www.superiorhealthplan.com)
- Escalated issues or more complicated questions can be directed to Will Rodriguez, Director of Network Development – 800-783-5386 x 22765 or [gurodriguez@centene.com](mailto:gurodriguez@centene.com)

