

The Judicial System and STAR Health



The Texas Judicial System

As a Judicial official, you are entitled to accurate and up-to-date information on a child's healthcare including behavioral progress, or lack thereof, in order to make informed decisions in the best interest of the children in the Texas foster care system.

STAR Health

- Managed Health Care Program developed specifically for Texas foster children.
- Designed to coordinate communication among Medical Consenters, Caregivers, Members, DFPS Staff, Guardians Ad Litem, Attorneys Ad Litem, Judges, and Law Enforcement for the best interest of the child.
- Provides extended support to the Member and Caregivers to request and receive health services.

STAR Health Overview

- Immediate access to healthcare
- Medical home (PCP) for every Member
- Integration of physical and behavioral health
- Service Coordination and Management
- Assistance available 24/7/365
- Health Passport

Why STAR Health?

- Result of 2005 Texas Legislative Session
 - Fragmented Care
 - Frustrations with Medicaid Card
- Statistical data proves that children in foster care have greater healthcare needs.
 - Abuse/Neglect Trauma
 - Increased needs for behavioral health services
 - Increased needs for asthma treatment and disease management
 - Additional therapies required for children with developmental delays
 - Limited Dental and Vision Services
- Need for emergency support and services

Improving The System

STAR Health's goal is to improve the quality of life for foster care children, their families, and caregivers.

- Improved functional health outcomes
- Fewer placement/treatment disruptions
- Increased stability
- Improved school performance
- Higher Member/Caregiver satisfaction

How Will We Achieve This?

- Increase access to healthcare and community resources
- Continuity of Care
 - Build relations with established Foster Care professionals
- Increase network composition with new Providers
 - Primary Care Physicians (PCP) – 30 mile access
 - Dental, Specialist, and Hospital – 75 mile access
 - Behavioral
 - 30 mile access for counties with residents >50K
 - 75 miles access for counties with residents <50K
 - Telemedicine
- Health Passport

Health Passport

A Web-based electronic health record more consistent and readily available to assist in the Member's service planning and treatment.

- Secured username and password for log in
- Access - Role based
- Specific Member information
- Claims information
- Allergies
- Medications
- Texas Health Steps
- Immunizations
- Diagnosis
- Resource for coordination of care

Coordination of Care

■ CONNECTIONS/Promotoras

- Initiate welcome calls
- Identify community resources
- Answer initial questions about STAR Health

■ THSteps Coordinator

- Monitor THSteps appointments
- Ensure Member's access services within THSteps, ECI, and DFPS timelines

■ Member Services

- Bilingual
- PCP changes
- ID Cards
- Provider locator
- Answer Member's questions

Coordination of Care (Cont.)

■ Member Advocates

- Assists in filing appeals, complaints and/or fair hearings

■ Service Coordinators

- Answer questions regarding Prior authorizations, Pre-Appeals, & Appeals
- Schedule or expedite appointments, as needed
- Ensure coordination and sharing of health information between providers and other agencies/programs (ECI, MTP, etc.)
- Primary link between DFPS Case Workers and STAR Health to obtain health information necessary for Court Hearings when a provider fails to respond to a DFPS' request, court mandated timeline and/or subpoena

Service Management

■ Service Managers

- Screen and identify Member's healthcare needs
- Develop individual service plans that are healthcare specific
- Monitor Member's psychotropic medication
- Evaluate and monitor Member's progress, or lack thereof
- Emphasize additional support for Member and Caregivers to receive and adhere to medical and/or behavioral treatment plan
- Participate in Member's hospital pre-admission, hospitalizations and discharge planning
- Coordinate communication with treatment teams
- Ensure all medical consents are obtained when necessary
- Primary Contact for case planning, case management, and participation in DFPS Family Group Conferences
- Provide health information as needed for legal reviews including court testimony
- 24/7/365 hotline and on call access

Service Management (Cont.)

■ Medical Directors

- SHPN and IMHS Staff
- Knowledge and prestige
- Review quality of care and medical necessity
- Ensure best practice/evidenced-based services

Judicial Resources

■ STAR Health Liaisons (8)

- Subject matter experts
- Point of contact for the Judicial system
- Will work closely with DFPS Well Being Specialist
- Co-housed at CPS regional offices

■ IMHS Trainers (11)

- Subject matter experts for behavioral health
- Provide on going regional trainings
- Located regionally

Medical Covered Services

- Medical
- Dental
- Hospital Care
- Emergency Room
- Vision
- Prescriptions (VDP)
- Hearing Exams
- Hearing Aids
- DME (Durable Medical Equipment)
- Physical Therapy
- Lab Tests / X-Rays
- Transplants
- Disease Management
- Family Planning

Behavioral Health Covered Services

Mental Health & Substance Abuse

Inpatient

Partial Hospitalization

Intensive Outpatient

Day Treatment

Observation

Rehabilitative

Out Patient Therapy

Telemedicine

Judicial Review of Medical Care

- Healthcare providers in the STAR Health network will testify as needed in hearings to review Member's status, treatment plan and/or health care progress
- To prepare summary of medical care required for Chapter 263 hearings, DFPS may access Member's health passport, which will contain pertinent information including behavioral health monthly progress notes and assessment information

Overview: Traditional Medicaid vs. STAR Health

Traditional Medicaid

1. Enrollment – Detail Process
2. Coverage may be interrupted if child moves
3. Difficulty with locating doctors and specialists
4. Accessing Member's medical history can be difficult when child moves
5. When immediate health problems or concerns take place, it can be difficult to get quick answers on what to do

STAR Health

1. Enrollment – Health care services are available immediately after child is removed from the home
2. Provides statewide coverage
3. Member hotline available 24 hours a day- everyday. PCP makes referrals to specialists
4. Health Passport will provide electronic access to child's health record
5. 24-hour Nurseline (NurseWise) available to assist when immediate questions need to be answered quickly

Overview: Traditional Medicaid vs. STAR Health (cont'd)

6. May need to see different providers for immunizations and checkups for Texas Health Steps
7. Some providers are not familiar with the special needs of children in Conservatorship
8. No coordination of treatment for children with serious medical or mental health issues
9. Caregivers have to call multiple places to access the services that they need (i.e. schedule appointments, locate a provider, confirm eligibility on a child)
6. Can go to any THSteps provider in the Superior Network for check ups and immunizations
7. Continuous training will be given to all STAR Health providers in order to address the unique needs of children and young adults in foster care.
8. A service management team is available for all children with serious medical and/or mental health issues
9. Caregivers will need to contact Superior Health Plan Network only to access any service

As The System Changes...

Updated training to all stakeholders

Trainers available in all service areas

Individual/Group/Facility Training

Web-based Training Topics

- Attachment Disorders - Bonding and Attachment - Identifying Drug Use and other Addictions - Children who self-abuse – Trans-racial and Cross Cultural Issues
- Effects of Domestic Violence on Children – Treatment of ADHD - Depression– Crisis Management– Family Assessment -- Bipolar Disorder – Autism
- Writing Reports for the Court System - Supporting Permanency Goals in Treatment Planning
- Parenting Skills - Traumatized Children -Conflict Resolution – Personality Disorders

Judicial Point of Contact

STAR Health Liaisons

- Phone 1-512-466-4102
- Email SHPNFC@centene.com
- Website www.fostercaretx.com

Thank You !

Superior HealthPlan Network

STAR Health Program

1-866-912-6283