

Locate a Member's Case Worker and Care Plan

Secure Provider Portal



To determine if a member is participating in Case Management using Superior's Secure Provider Portal please follow the steps below:

1. Go to Provider.SuperiorHealthPlan.com and log in to Superior's Secure Provider Portal.
2. From the Main Tool Bar select the **Patients** tab at the top of your screen.

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Eligibility **Patients** Authorizations Claims Messaging Help

Viewing Dashboard For : TIN [] Plan Type Medicaid / CHIP [] GO

Note: Users may have issues with accessing EOP (Explanation of Payments) PDFs and information on consolidated checks may be missing from the Payment History section. We'll be updating our network to fix this issue. Thank you for your patience as we improve our web sites to serve you better.

[What you need to know about COVID-19](#)

New STAR Health Video:
This new video features the positive impact Superior's STAR Health program has had on more than 32,000 children and youth in foster care since 2008. [Watch now!](#)

Quick Eligibility Check for Medicaid / CHIP

Welcome

- Add a TIN to My ACCOUNT >
- Manage Accounts >
- Reports >
- Provider Analytics >
- Care and Risk Gaps - Daily View >

Recent Activity

3. The **Patient List** will appear on the screen. You can find and select the member's name from the **Patient List** or search for the member by selecting **Find Patient**.

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Eligibility **Patients** Authorizations Claims Messaging Help

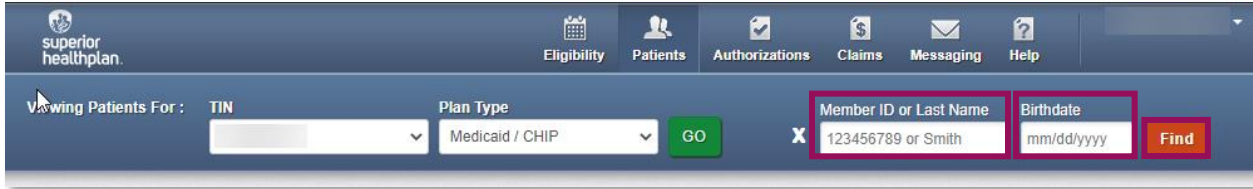
Viewing Patients For : TIN [] Plan Type Medicaid / CHIP [] GO **Find Patient**

Patient List as of 08/17/2022 [] Download [] Filter

Only first 1500 records will be displayed. Use filters to view specific records.
This is only a list of your patients, please check eligibility to confirm the effective date and benefits for this member.

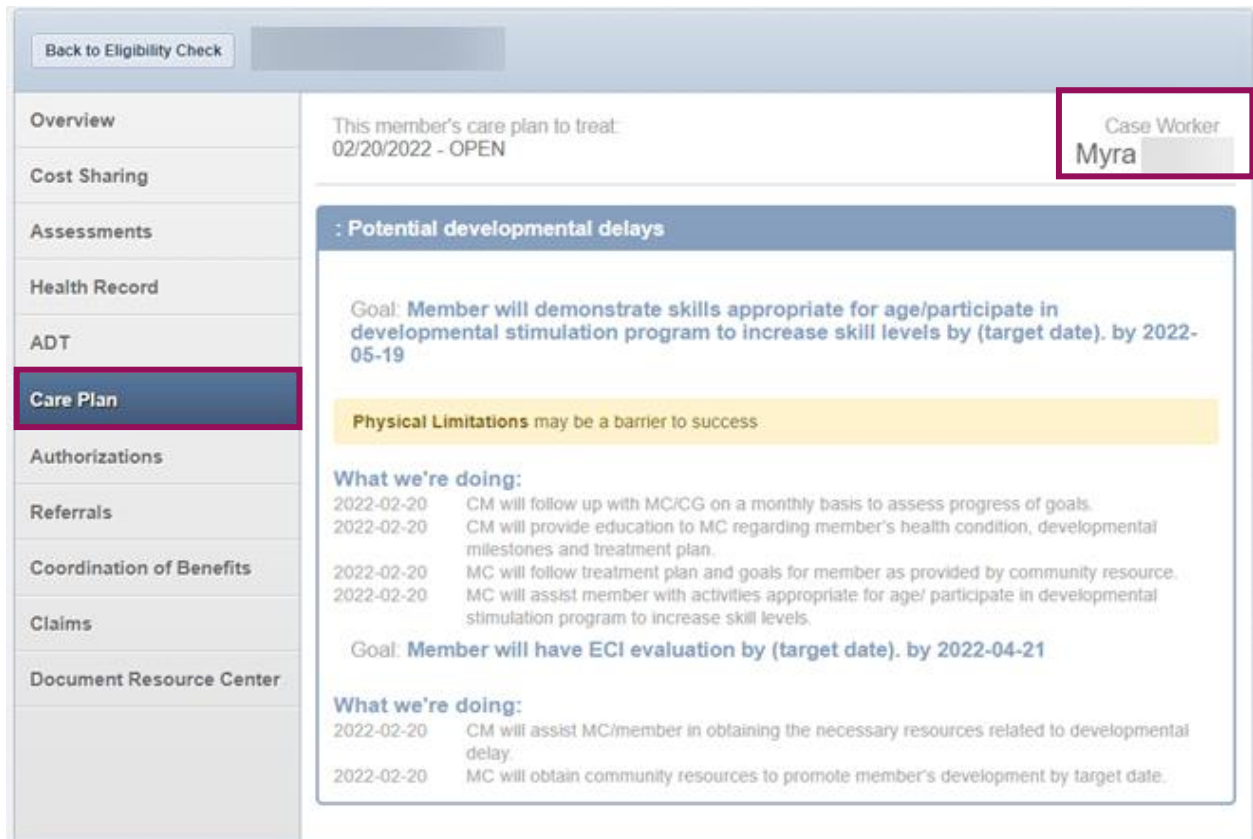
Eligible	Preferred Language ↑	HPR	Member Name ↓	Member ID / CHIP ID ↓	Member # ↑	Date of Birth ↓	Phone Number ↑	ALERTS	Texas Health Steps Last Visit Date ↑
👍	Unknown							No HRA	09/14/2021

- Once you have selected **Find Patient**, enter the **Member ID or Last Name** and their **Birthdate**, then click **Find**.



Viewing Patients For : TIN Plan Type X

- Select the **Care Plan** tab on the left to view the member's assigned **Case Worker** and their current Case Management program(s).



Back to Eligibility Check

Overview
Cost Sharing
Assessments
Health Record
ADT
Care Plan
Authorizations
Referrals
Coordination of Benefits
Claims
Document Resource Center

This member's care plan to treat:
02/20/2022 - OPEN

Case Worker
Myra

Potential developmental delays

Goal: Member will demonstrate skills appropriate for age/participate in developmental stimulation program to increase skill levels by (target date). by 2022-05-19

Physical Limitations may be a barrier to success

What we're doing:

2022-02-20 CM will follow up with MC/CG on a monthly basis to assess progress of goals.
2022-02-20 CM will provide education to MC regarding member's health condition, developmental milestones and treatment plan.
2022-02-20 MC will follow treatment plan and goals for member as provided by community resource.
2022-02-20 MC will assist member with activities appropriate for age/ participate in developmental stimulation program to increase skill levels.

Goal: Member will have ECI evaluation by (target date). by 2022-04-21

What we're doing:

2022-02-20 CM will assist MC/member in obtaining the necessary resources related to developmental delay.
2022-02-20 MC will obtain community resources to promote member's development by target date.

For additional questions, [please contact your Account Management team.](#)