




superior  
healthplan™

# STAR MRSA

## Member Handbook



We are ready  
to help! Call  
1-877-644-4494

[SuperiorHealthPlan.com](http://SuperiorHealthPlan.com)

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**TEXAS**  **STAR**  
Your Health Plan ★ Your Choice

# Numbers to Remember

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If you have any questions, call us at 1-877-644-4494. Superior's Member Services staff will help you. Our staff is there from 8 a.m. to 5 p.m. Monday through Friday, except state approved holidays. NurseWise®, our nurse helpline, is available 24 hours a day, 7 days a week to answer your health questions. You can call NurseWise after hours and weekends at 1-877-644-4494. Our staff is bilingual in English and Spanish. If you speak another language or are hearing impaired, call Member Services for help.

**Superior Member Services 1-877-644-4494**

**Texas STAR Program Helpline 1-800-964-2777**

**Medicaid Managed Care Helpline 1-866-566-8989**

**Medicaid Managed Care TTY Helpline 1-866-222-4306**

**NurseWise 24 Hour Helpline 1-877-644-4494**

**Relay Texas/TTY Line (Hearing Impaired) 1-800-735-2989**

**Pharmacy Helpline (Prescription Drugs) 1-877-644-4494**

**Medical Transportation 1-877-633-8747**

**Eye Care (Total Vision Health Plan) 1-866-895-4586**

**Dental Care 1-800-964-2777**

**Behavioral Health (Cenpatico) 1-877-644-4517**

**Alcohol/Drug Crisis Line 1-877-644-4517**

**Connections (Additional Community Services) 1-877-644-4494**

**Member Advocate 1-877-644-4494**

## **Behavioral Health Services**

You can get behavioral health and/or substance abuse help right away by calling 1-877-644-4494. You can call 24 hours a day, 7 days a week. Cenpatico (our behavioral health Provider network) will help you find the best Provider for you/your child. You should call 911 if you/your child is having a life-threatening behavioral health emergency. You can also go to a crisis center or the nearest emergency room. You do not have to wait for an emergency to get help. Cenpatico staff is bilingual in English and Spanish. If you speak another language or are hearing impaired, call 1-877-644-4494 for help.

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# Introduction

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## About

Superior HealthPlan (Superior) is a Managed Care Organization (MCO) that offers health care for Texans enrolled in the STAR Program. Superior works with the Texas Health and Human Services Commission (HHSC) and with many doctors, clinics, and hospitals to give you/your child the care you need.

You/your child will get your health care from doctors, hospitals, and clinics that are in Superior's network of Providers. You/your child can get regular checkups, sick visits, well care, and specialty care from a Superior STAR Provider when you need it. Superior has Providers for you when your doctor/Primary Care Provider sends you to a hospital, lab or specialist.

You must use a Superior Provider to get your health services.

You will get a Superior ID card. It will have your Primary Care Provider's name and office phone number. Carry this ID card and your Medicaid ID card with you all the time. Show both the Superior ID card and Medicaid ID card to your doctor so they know you are covered by Superior's STAR program.

If you do not understand the Member Handbook or need help reading it, call Superior's Member Services Department. We can tell you how to use our services and will answer your questions. You can get this handbook in English, Spanish, audio, larger print, Braille, CD, or in other language formats if you need it.

To learn more, call Superior Member Services at 1-877-644-4494.

### ***Remember:***

- Carry your Medicaid ID card and Superior ID card with you at all times.
- Call your doctor first if you have a medical problem that is not life threatening or call NurseWise, Superior's nurse helpline, at 1-877-644-4494.
- If you cannot get your doctor, call Superior at 1-877-644-4494.
- We are here to help you 24 hours a day, 7 days a week.

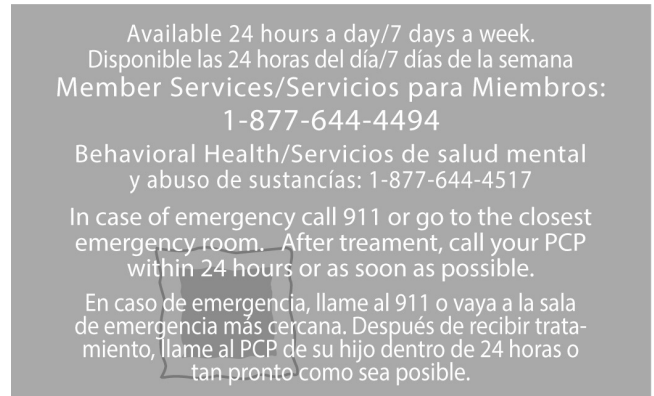
## Thank you for choosing Superior HealthPlan!

# Introduction

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## Your Superior ID Card

You should receive your Superior HealthPlan ID card in the mail as soon as you are enrolled with Superior. Here's what the front and back of the Superior ID card looks like. If you did not get this card, please call Superior at 1-877-644-4494.



Always carry your Superior ID card with you and show it to the doctor, clinic, or hospital to get the care you need. They will need the facts on the card to know that you are a Superior Member. Do not let anyone else use your Superior ID card.

Your Superior ID card is in English and Spanish, and has:

- Member's name
- Member's ID number
- Doctor's name and phone number
- 24 hour a day/7 day a week toll free number for Superior Member Services
- 24 hour a day/7 day a week toll free number for behavioral health services
- Directions on what to do in an emergency

If you lose your Superior ID card, change your name, or need to pick a new doctor/Primary Care Provider, call Superior at 1-877-644-4494. You will get a new ID card.

The Texas Health and Human Services Commission (HHSC) will send your Medicaid ID card. If you have not received your Medicaid ID card, call HHSC at 1-800-252-8263.

# Medicaid

## Your Texas Benefits Medicaid Card

When you are approved for Medicaid, you will get a Your Texas Benefits Medicaid card. This plastic card will be your everyday Medicaid ID card. You should carry and protect it just like your driver's license or a credit card. The card has a magnetic stripe that holds your Medicaid ID number. Your doctor can use the card to find out if you have Medicaid benefits when you go for a visit.

You will get a new Your Texas Benefits Medicaid card every time you change your health plan.

If you are not sure if you are covered by Medicaid, you can find out by calling toll-free at 1-800-252-8263. You can also call 2-1-1. First pick a language and then pick option 2.

Your health history is a list of medical services and drugs that you have gotten through Medicaid. We share it with Medicaid doctors to help them decide what health care you need. If you don't want your doctors to see your health history through the secure online network, call toll-free at 1-800-252-8263.

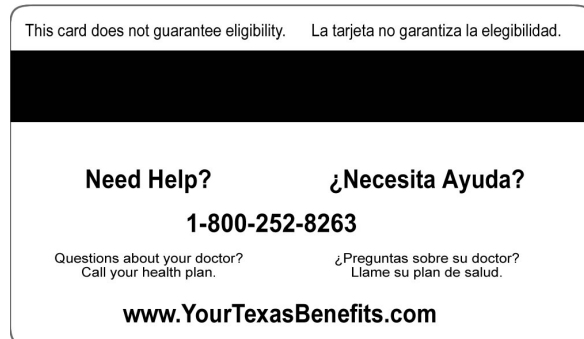
The Your Texas Benefits Medicaid card has these facts printed on the front:

- Your name and Medicaid ID number.
- The name of the Medicaid program you're in if you get your Medicaid services through a health plan. This would be STAR.
- The date HHSC made the card for you.
- Facts your drug store will need to bill Medicaid.
- The name of the health plan you're in and the plan's phone number.
- The name of your doctor and drug store if you're in the Medicaid Limited Program.

The back of the Your Texas Benefits Medicaid card has a website you can visit, [www.YourTexasBenefits.com](http://www.YourTexasBenefits.com) and a phone number you can call, 1-800-252-8263, if you have questions about the new card.

If you forget your card, your doctor, dentist, or drug store can use the phone or the Internet to make sure you get Medicaid benefits.

If you lose the Your Texas Benefits Medicaid card, you can get a new one by calling toll-free at 1-855-827-3748.



### Remember:

You must carry your Superior ID card and your Medicaid ID card at all times.



# Medicaid

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## Medicaid and Private Insurance

### What if I have other insurance in addition to medicaid?

You are required to tell Medicaid staff about any private health insurance you have. You should call the Medicaid Third Party Resources hotline and update your Medicaid case file if:

- Your private health insurance is canceled
- You get new insurance coverage
- You have general questions about third party insurance

You can call the hotline toll free at 1-800-846-7307.

If you have other insurance you may still qualify for Medicaid. When you tell Medicaid staff about your other health insurance, you help make sure Medicaid only pays for what your other health insurance does not cover.

#### *Important:*

Medicaid Providers cannot turn you down for services because you have private health insurance as well as Medicaid. If Providers accept you as a Medicaid patient, they must also file with your private health insurance company.

### What happens if I lose my medicaid coverage?

If you lose Medicaid coverage but get it back again within six (6) months you will get your Medicaid services from the same health plan you had before losing your Medicaid coverage. You will also have the same Primary Care Provider you had before.

### What is the Medicaid Limited Program?

You may be put in the Limited Program if you do not follow Medicaid rules. It checks how you use Medicaid pharmacy services. Your Medicaid benefits remain the same.

If you are put in the Medicaid Limited Program:

- Pick one drug store at one location to use all the time.
- Be sure your main doctor, main dentist, or the specialists they refer you to are the only doctors that give you prescriptions.
- Do not get the same type of medicine from different doctors.

To learn more call 1-800-436-6184, option 4.

# Accessing Care— Primary Care Providers

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## What is a Primary Care Provider?

When you signed up with Superior, you picked a doctor from our list of Providers to be your Primary Care Provider. This person will:

- Make sure that you/your child gets the right care.
- Give you/your child regular checkups.
- Write prescriptions for medicines and supplies when you/your child are sick.
- Tell you if you/your child needs to see a specialist.

If you are a woman, you may pick an obstetrician (OB) or gynecologist (GYN) as your Primary Care Provider. Call Superior at 1-877-644-4494 to find an OB/GYN Provider that is also a Primary Care Provider. You will need to pick a Primary Care Provider for each eligible family Member. You can pick from:

- Pediatricians (they only see children)
- General/Family Practice (they see all ages)
- Internal Medicine (they usually see adults)
- OB/GYNs (they see women)
- Federally Qualified Health Centers/Rural Health Clinics

## Can a clinic be my Primary Care Provider? (RHC/FQHC)

Yes! Superior lets you pick a clinic as your Primary Care Provider. If you have any questions, call Superior at 1-877-644-4494.

## What if I choose to go to another doctor who is not my Primary Care Provider?

Your Primary Care Provider is your/your child's doctor and they have the job of taking care of you/your child. They keep your medical records, know what medications you/your child are taking, and are the best people to make sure you are getting the care you need. This is why it is very important that you stay with the same doctor.

### *Remember:*

If you go to a doctor that is not signed up as a Superior Provider, Superior will not pay that doctor and you will get billed for the services.

## How can I change my/my child's Primary Care Provider?

If you are not happy with your doctor, talk to them. If you still are not happy, call Superior at 1-877-644-4494. They can help you pick a new doctor. You might change your doctor because:

- The office is too far from your home.
- There is a long waiting time in the office.
- You can't talk to your doctor after hours.

## When will a Primary Care Provider change become effective?

Once you have changed your doctor, you will get a new Superior ID card with their name and office phone number. This change will be effective the month after you ask. Sometimes, depending on the circumstances, we may be able to change your doctor right away.

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# Accessing Care— Primary Care Providers

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## **How many times can I change my Primary Care Provider?**

There is no limit on how many times you can change your or your child's Primary Care Provider. You can change primary care Providers by calling us toll-free at 1-877-644-4494 or writing to:

**Superior HealthPlan**  
Attn: Member Services  
7990 IH-10 West, Suite 300  
San Antonio, TX 78230

## **Are there any reasons why my request to change a Primary Care Provider may be denied?**

If you ask to change your doctor, it can be denied because:

- Your new doctor will not take more patients.
- Your new doctor is not a Superior Primary Care Provider.

## **Can my Primary Care Provider move me to another Primary Care Provider for non-compliance?**

Yes. If your doctor feels that you are not following their medical advice or if you miss a lot of your appointments, your doctor can ask that you go to another doctor. Your doctor will send you a letter telling you that you need to find another doctor. If this happens, call Superior at 1-877-644-4494. We will help you find a new doctor.

## **What if my doctor leaves the network of Superior Providers?**

If your doctor decides he/she no longer wants to participate in the network of Superior Providers, and that doctor is treating you for an illness, Superior will work with your doctor to keep caring for you until your medical records can be transferred to a new doctor in the Superior network of Providers.

If your doctor leaves your area, call Superior at 1-877-644-4494 and they will help you pick another doctor close to you. You will also get a letter from Superior telling you when your doctor's last day as a Superior network Provider will be and asking you to call Superior so we can help you pick a new doctor.

# Accessing Specialty Care

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## **What if I/my child needs to see a special doctor (specialist)?**

Your doctor might want you/your child to see a special doctor (specialist) for certain health care needs. While you/your child's doctor can take care of most of your health care needs, sometimes they will want you/your child to see a specialist for your care. A specialist has received training and has more experience taking care of certain diseases, illnesses and injuries. Superior has many specialists who will work with you and your doctor to care for your needs

## **What is a referral?**

The doctor will talk to you about your/your child's needs and will help make plans for you to see the specialist that can provide the best care for you. This is called a referral. Your/your child's doctor is the only one that can give you a referral to see a specialist. If you/your child has a visit, or receives services from a specialist without your doctor's referral, or if the specialist is not a Superior Provider, you might be responsible for the bill. In some cases, an OB/GYN can also give you a referral for related services.

## **What services do not need a referral?**

You do not need a referral for:

- True emergency services
- OB/GYN care
- Behavioral health services
- Routine vision services
- Dental services (for children)
- Family planning services

## **How soon can I expect to be seen by a specialist?**

In some situations, the specialist may see you/your child right away. Depending on the medical need, it may take up to a few weeks after you make the appointment to see the specialist.

## **Does Superior need to approve the referral for specialty medical services?**

Some specialist referrals from your/your child's doctor may need approval from Superior to make sure the specialist is a Superior specialist, and the visit to the specialist, or the specialty procedure is needed. In these cases, the doctor must first call Superior. If you or your doctor are not sure what specialty services need approval, Superior can give you that information. Superior will review the request for specialty services and respond with a decision. This will not take more than two (2) business days after getting all the needed information from your doctor. Decisions are made more quickly for urgent care.

# Accessing Specialty Care

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## **How do I ask for a second opinion?**

You have the right to a second opinion from a Superior Provider if you are not satisfied with the plan of care offered by the specialist. Your primary care doctor should be able to give you a referral for a second opinion visit. If your Primary Care Provider wants you to see a specialist that is not a Superior Provider, that visit will have to be approved by Superior.

## **What if I/my child needs to be admitted to a hospital?**

If you/your child needs to be admitted to a hospital for inpatient hospital care, your doctor must call Superior to let us know about the admission.

If you/your child receives inpatient services without notifying Superior of the admission, you may be billed for the hospital stay.

Superior will follow your/your child's care while in the hospital to ensure that you/your child gets the proper care. The discharge date from the hospital will be based only on medical need to remain in the hospital. When medical needs no longer require hospital services, Superior and your/your child's doctor will set a hospital discharge date.

If you do not agree with a decision to discharge you from the hospital, you have the right to ask for a review of the decision. This is called an appeal. If this happens, you will receive a letter from Superior that explains Superior's decision to discharge you, and gives your appeal rights. Your appeal rights are also described in this handbook in the appeals section.

## **If you have an admission through the emergency room:**

If you/your child needs urgent or emergency admission to the hospital, you should get medical care right away and then you or the doctor should call Superior as soon as possible to tell us of the admission.



### **Superior Health Tip:**

*Use the spoon, cup, or dropper included with your liquid medicine to make sure you get the right dose.*



# Accessing Care – Just for Women

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## **What if I need/my daughter needs OB/GYN care?**

You/your daughter can get OB/GYN services from your doctor. You can also pick an OB/GYN specialist to take care of your female health needs. An OB/GYN can help with pregnancy care, yearly checkups or if you have female problems. You do not need a referral from a doctor for these services. Your/your child's OB/GYN and doctor will work together to make sure you get the best care.

## **Do I have the right to choose an OB/GYN as my Primary Care Provider? Will I need a referral?**

Superior has some OB/GYN Providers that can be your Primary Care Provider. If you need help picking an OB/GYN, call Superior at 1-877-644-4494.

Superior allows you to pick any OB/GYN, whether that doctor is in the same network as your Primary Care Provider or not. You/your daughter have the right to pick an OB/GYN without a referral from your Primary Care Provider. An OB/GYN can give you:

- One well-woman checkup each year
- Care related to pregnancy
- Care for any female medical condition
- Referral to special doctor within the network

## **How do I choose an OB/GYN?**

You may pick an OB/GYN Provider from the list in the Superior Provider Directory on Superior's website at [www.SuperiorHealthPlan.com/for-members/find-a-doctor](http://www.SuperiorHealthPlan.com/for-members/find-a-doctor). Superior allows you to pick an OB/GYN, whether or not that doctor is in the same group at your Primary Care Provider. If you need help picking an OB/GYN, call Superior at 1-877-644-4494. If you/your daughter is pregnant, your OB/GYN should see you/her within two (2) weeks of your request. Once you choose an OB/GYN for you/your daughter, you should go to the same OB/GYN for each visit so they will get to know your/your daughter's health care needs.

## **If I don't choose an OB/GYN as my Primary Care Provider, do I have direct access?**

If you do not choose an OB/GYN as your main doctor, you can still get most services from a Superior OB/GYN without calling your doctor, or getting approval from Superior. All family planning services, OB care, and routine GYN services and procedures can be accessed directly through the Superior OB/GYN you choose.

## **Can I/my daughter stay with an OB/GYN who is not with Superior?**

If your/your daughter's OB/GYN is not with Superior, please call our Member Services Department at 1-877-644-4494. We will work with your doctor so he/she can keep seeing you or we will be more than happy to help you pick a new doctor within the plan.

# Accessing Care – Pregnant Women and New Mothers

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## **What if I/my daughter is pregnant? Who do I need to call?**

If you/your daughter is or might be pregnant, make an appointment to see a doctor. The doctor will confirm if you/your daughter is pregnant or not and tell you/your daughter how to care for the unborn child. Call Superior at 1-877-644-4494 to help you with a pregnancy case manager if you/your daughter needs extra care. Superior has special programs for pregnant teenagers and problem pregnancies.

## **How soon can I/my daughter be seen after contacting an OB/GYN for an appointment?**

If you/your daughter is pregnant, the doctor should see you within two (2) weeks of your request for an appointment.

## **What other services/activities/education does Superior offer pregnant women?**

Superior also has a special program to help you with your pregnancy called, Start Smart for Your Baby®. This program answers your questions about childbirth, newborn care, and eating habits. Superior also hosts special baby showers in many areas to teach you more about your pregnancy and new baby.

## **Case management for children and pregnant women**

Need help finding and getting services? You might be able to get a case manager to help you.

### **Who can get a case manager?**

Children, teens, young adults (birth through age 20) and pregnant women who get Medicaid and have health problems or are at a high risk for getting health problems.

### **What do case managers do?**

A case manager will visit with you and then:

- Find out what services you need
- Find services near where you live
- Teach you how to find and get other services
- Make sure you are getting the services you need

### **What kind of help can you get?**

Case managers can help you:

- Get medical and dental services
- Get medical supplies or equipment
- Work on school or education issues
- Work on other problems

### **How can you get a case manager?**

Call the Texas Health Steps at 1-877-847-8733 (toll-free), Monday to Friday, 8 a.m. to 8 p.m. To learn more, go to [www.dshs.state.tx.us/caseman](http://www.dshs.state.tx.us/caseman).

# Accessing Care – Pregnant Women and New Mothers

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## **Can I choose my baby's Primary Care Provider before the baby is born? Who do I call? What information do they need?**

You can pick your baby's doctor even before he/she is born. Superior can even help you pick a doctor for your baby. Just call us at 1-877-644-4494.

## **How and when can I change my baby's Primary Care Provider/ doctor?**

As soon as Superior knows you are pregnant, we send you information about your pregnancy and your unborn baby. Superior will ask you to choose a doctor for your baby, even before the baby's birth. This will ensure that your baby's doctor will check the baby while in the hospital, and then take care of your baby's health care needs after you and the baby are discharged from the hospital.

After the baby is born, Superior is told about your baby's birth. We enter your baby's information in our system. If you have not selected a doctor for the baby before birth, you will be contacted to select a doctor for your baby. After the baby is thirty (30) days old, you can also change the doctor for the baby if you want a different doctor than the one you originally chose.

## **How do I sign up my newborn baby?**

If you are a Superior Member when you have your baby, your baby is enrolled with Superior on his/her date of birth. Superior gets information from the hospital to add your baby as a new Superior Member, and the hospital will also notify Medicaid about the baby's birth. However, it is important that you contact the Department of State Health Services (DSHS) office to also report the birth of your baby, to ensure the baby's Medicaid enrollment is processed as soon as possible, so your baby can get all the health care he/she needs.

## **How and when do I tell my health plan?**

You should let Superior know as soon as possible about the birth of your baby. We may already have the information about your baby's birth, but call us just in case. We will verify the correct date of birth for your baby with you, and also confirm that the name we have for your baby is correct.

Call your caseworker after your baby is born. You do not have to wait until you get your baby's Social Security number to get your baby signed up.

## **Where can I find a list of birthing centers?**

To find a birthing center close to you, call Member Services at 1-877-644-4494.

## **Can I change my baby's health plan?**

For at least ninety (90) days from the date of birth, your baby will be covered by the same health plan that you are enrolled in. You can ask for a health plan change before the 90 days is up by calling the enrollment broker at 1-800-964-2777. You cannot change health plans while your baby is in the hospital.

# Accessing Care – Appointments

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## **How do I make an appointment?**

You can call your doctor's office to make an appointment. If you need help making an appointment or if you need help with transportation, an interpreter, or other services, call Superior at 1-877-644-4494.

Please keep your appointment. If you can not keep your appointment, let the office know as soon as you can. This will give them time to put another patient in that appointment time.

## **What do I need to bring with me to my/my child's doctor's visits?**

You must take your Medicaid ID card and your Superior ID card with you when you get any health care services. You will need to show your Medicaid ID card and Superior ID card each time. Also take your child's shot record if your child needs his/her vaccines.

## **How do I get medical care after the doctor's office is closed?**

If your doctor's office is closed, your doctor will have a number you can call 24 hours a day and on weekends. Your doctor can tell you what you need to do if you are not feeling well. If you can not reach your doctor or want to talk to someone while you wait for your doctor to call you back, call NurseWise, Superior's nurse helpline, at 1-877-644-4494. Our nurses are ready to help you 24 hours a day, 7 days a week. **If you think you have a real emergency, call 911 or go to the nearest emergency room.**

## **What if I/my child gets sick or injured when out of town or traveling?**

If you/your child needs medical care when traveling, call us toll-free at 1-877-644-4494 and we will help you find a doctor.

If you/your child needs emergency services while travelling, go to a nearby hospital, then call us toll-free at 1-877-644-4494.

## **What if I/my child are out of state?**

If you/your child has an emergency out of state, go to the nearest emergency room for care. If you/your child get sick and need medical care while you are out of state, call your Superior doctor or clinic. Your doctor can tell you what you need to do if you are not feeling well. If you visit a doctor or clinic out of state, they must be enrolled in Texas Medicaid to get paid. Please show your Texas Medicaid ID card and Superior ID card before you are seen. Have the doctor call Superior for an authorization number. The phone number to call is on the back of your Superior ID card.

## **What if I/my child are out of the country?**

Medical services performed out of the country are not covered by Medicaid.

## **What do I have to do if I/my child move?**

As soon as you have your new address, give it to the local HHSC benefits office and Superior HealthPlan's Member Services Department at 1-877-644-4494. Before you get Medicaid services in your new area, you must call Superior, unless you need emergency services. You will continue to get care through Superior until HHSC changes your address.

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# Accessing Care – Changing Health Plans

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## **What if I want to change health plans? Who do I call?**

You can change your health plan by calling the Texas STAR program helpline at 1-800-964-2777. You can change health plans as often as you want, but not more than once a month. If you are in the hospital, a residential substance use disorder (SUD) treatment facility, or a residential detoxification facility for SUD, you will not be able to change health plans until you have been discharged.

## **How many times can I change health plans? When will my health plan change become effective?**

You can change health plans as many times as you want, but not more than once a month. If you call to change your health plan on or before the 15<sup>th</sup> of the month, the change will take place on the first day of the next month. If you call after the 15<sup>th</sup> of the month, the change will take place the first day of the second month after that. For example:

- If you call on or before April 15, your change will take place on May 1.
- If you call after April 15, your change will take place June 1.

## **Can I change my baby's health plan?**

For at least ninety (90) days from the date of birth, your baby will be covered by the same health plan that you are enrolled in. You can ask for a health plan change before the 90 days is up by calling the Enrollment Broker at 1-800-964-2777. You cannot change health plans while your baby is in the hospital.

## **Can Superior HealthPlan ask that I leave their plan?**

Yes. Superior might ask that a Member be taken out of the plan for “good cause.” “Good cause” could be, but is not limited to:

- Fraud or abuse by a Member
- Threats or physical acts leading to harming of Superior staff or Providers
- Theft
- Refusal to go by Superior's policies and procedures, like:
  - Letting someone use your ID card
  - Missing visits over and over again
  - Being rude or act out against a Provider or a staff person
  - Using a doctor that is not a Superior Provider

Superior will not ask you to leave the program without trying to work with you. If you have any questions about this process, call Superior at 1-877-644-4494. The Texas Health and Human Services Commission will decide if a Member can be told to leave the program.



# Making Care Easier – Help to Access Health Care

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## **Can someone interpret for me when I talk with my/my child's doctor? Who do I call for an interpreter?**

Superior has staff that speaks English and Spanish. If you speak another language or are hearing impaired and need help, please call Member Services at 1-877-644-4494 (TTY 1-800-735-2989).

You can also call Member Services at 1-877-644-4494 if you need someone to go to a doctor's visit with you to help you understand the language. Superior works closely with companies that have lots of people who speak different languages and can serve as sign language interpreters.

## **How far in advance do I need to call? How can I get a face-to-face interpreter in the Provider's office?**

Member Services will help you set up the doctor's visit. They will get someone to go to the visit with you. Please call at least two workdays (48 hours) before your/your child's visit.

## **If I don't have a car, how can I get a ride to a doctor's office? Who do I call for a ride to a medical appointment?**

If you need a way to get to a doctor's visit, Medicaid has a program to help you. The Medical Transportation Service will get you to your medical visits. You can get a ride to and from your visits if you have a current Medicaid ID card and you have no other way to get to your visit.

If you need to travel more than 30 miles to your doctor's office, you might need to get an authorization from Superior to get transportation services from the Medical Transportation Program (MTP). Call Superior at 1-800-644-4494 to get authorization.



### **Superior Health Tip:**

*If you are having trouble managing your care, Superior has case managers that can help. Just call Member Services at 1-877-644-4494 for help.*

# Making Care Easier – Help to Access Health Care

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## **What are the hours of operations and limits for transportation services? How far in advance do I need to call?**

If you need a ride, you must call the Medical Transportation Program two (2) days before your appointment. This program can help you Monday to Friday from 8 a.m. to 5 p.m. Call at least two (2) workdays (48 hours) before your visit.

When you call you will need to give:

- Your Medicaid number, Social Security number or other client facts.
- Doctor's (or other Provider's) name, address, and phone number.
- Date, time, and reason for the visit.

To ask for medical transportation services, call 1-877-633-8747 (1-877-MED-TRIP).

If you need to cancel a ride, call no later than one working day before. If you do not cancel a ride, you might not get services the next time you need them.

## **Who do I call if I have a complaint about the transportation program?**

If you have any problems with the Medical Transportation Services program, call them at 1-877-633-8747.

## **Can someone I know give me a ride to my appointment and get money for mileage?**

The Medical Transportation Services program can also help with money for gas for someone who drives you to an appointment. These drivers can be your family members, neighbors, or other volunteers. Call the Medical Transportation Services program at 1-877-633-8747 to learn more.



### **Superior Health Tip:**

*Obesity in children is becoming more common. If you are worried about your child's weight, talk to your doctor.*

# Care Defined

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## **What is emergency medical care? How soon can I expect to be seen?**

Emergency medical care is provided for emergency medical conditions and emergency behavioral health conditions. Emergency wait time will be based on your medical needs and determined by the emergency facility that is treating you.

## **What is an emergency, emergency medical condition, and an emergency behavioral health condition?**

An emergency and an emergency medical condition is a medical condition manifesting itself by acute symptoms of recent onset and sufficient severity (including severe pain), such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical care could result in:

- Placing the patient's health in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part
- Serious disfigurement
- In the case of a pregnant woman, serious jeopardy to the health of a woman or her unborn child

Emergency behavioral health condition means any condition, without regard to the nature or cause of the condition, which in the opinion of a prudent layperson, possessing average knowledge of medicine and health:

- Requires immediate intervention and/or medical attention without which the Member would present an immediate danger to themselves or others
- Which renders the Member incapable of controlling, knowing or understanding the consequences of their actions

## **What are emergency services or emergency care?**

Emergency services and emergency care means covered inpatient and outpatient services furnished by a Provider that is qualified to furnish such services and that are needed to evaluate or stabilize an emergency medical condition and/or emergency behavioral health condition, including post-stabilization care services.

## **What is post-stabilization care?**

Post-stabilization care services are services covered by Medicaid that keep your condition stable following emergency medical care.

## **What is urgent medical care? How soon can I expect to be seen?**

If your child needs medical care for things such as minor cuts, burns, infections, nausea or vomiting, then your visit is urgent. Call your doctor. He/she can usually see you within one day. If you have trouble getting an appointment for an urgent medical need, call Superior for assistance at 1-877-644-4494.

# Care Defined

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## What is routine medical care? How soon can I expect to be seen?

If you or your child needs a physical checkup, then the visit is routine. Your doctor should see you within 8 to 12 weeks (sooner if they can). If you need to see a specialty doctor, then the doctor should see you within 4 weeks. Children should be seen based on the Texas Health Steps schedule for exams.

\*See the Texas Health Steps section for the schedule. Superior will be happy to help you make an appointment. Just call us at 1-877-644-4494.

You must see a Superior Provider for routine and urgent care. You can always call Superior at 1-877-644-4494 if you need help picking a Superior Provider or making an appointment.

### **Remember:**

It is best to see your doctor before you get sick so that you can build your relationship with him/her. It is much easier to call your doctor with your medical problems if he/she knows who you are.

## What does medically necessary mean?

Covered services for STAR Members must meet the STAR definition of “medically necessary.”

Medically necessary means:

- (1) For Members birth through age 20, the following Texas Health Steps services:
  - (a) screening, vision, and hearing services; and
  - (b) other health care services, including behavioral health services, that are necessary to correct or ameliorate a defect or physical or mental illness or condition. A determination of whether a service is necessary to correct or ameliorate a defect or physical or mental illness or condition:
    - (i) must comply with the requirements of the *Alberto N., et al. v. Suehs, et al.* partial settlement agreements; and
    - (ii) may include consideration of other relevant factors, such as the criteria described in parts (2)(b-g) and (3) (b-g) of this definition.
- (2) For Members over age 20, non-behavioral health related health care services that are:
  - (a) reasonable and necessary to prevent illnesses or medical conditions, or provide early screening, interventions, and/or treatments for conditions that cause suffering or pain, cause physical deformity or limitations in function, threaten to cause or worsen a handicap, cause illness or infirmity of a Member, or endanger life;
  - (b) provided at appropriate facilities and at the appropriate levels of care for the treatment of a Member's health conditions;
  - (c) consistent with health care practice guidelines and standards that are endorsed by professionally recognized health care organizations or governmental agencies;
  - (d) consistent with the diagnoses of the conditions;
  - (e) no more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency;
  - (f) are not experimental or investigative; and
  - (g) are not primarily for the convenience of the Member or Provider; and

# Care Defined

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- (3) For Members over age 20, behavioral health services that are:
- (a) are reasonable and necessary for the diagnosis or treatment of a mental health or chemical dependency disorder, or to improve, maintain, or prevent deterioration of functioning resulting from such a disorder;
  - (b) are in accordance with professionally accepted clinical guidelines and standards of practice in behavioral health care;
  - (c) are furnished in the most appropriate and least restrictive setting in which services can be safely provided;
  - (d) are the most appropriate level or supply of service that can safely be provided;
  - (e) could not be omitted without adversely affecting the Member's mental and/or physical health or the quality of care rendered;
  - (f) are not experimental or investigative; and
  - (g) are not primarily for the convenience of the Member or Provider.



# Benefits and Services

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## **What are my health care benefits? How do I get these services?**

Your doctor will work with you to make sure you get the services you need. These services must be given by your doctor or referred by your doctor to another Provider. Here is a list of some of the medical services you can get from Superior:

- Doctor visits (for well child care, preventive care for adults, as well as care when you are sick)
- Hospital care (inpatient and outpatient)
- Emergency care
- Eye exams and eyeglasses for children and adults
- Lab tests and x-rays
- Mental health care
- Specialist visits – some might require a referral
- Family planning – includes birth control, supplies, and education
- Texas Health Steps (children's medical checkups and vaccines)
- Home health care (requires a referral)
- Nurse midwife care
- Physical therapy
- Foot care (if medically necessary, with a referral)
- Speech therapy
- Occupational therapy
- Pregnancy care
- Women's health services
- Transplant services
- Alcohol and substance abuse care for Members 21 years of age and younger
- Prescription medications

In addition, there are other services you can get through Medicaid including:

- Transportation to doctor visits
- Hearing tests and hearing aids for children
- WIC services

## **What number do I call to find out more about these services?**

To learn more about your/your child's benefits as a Superior Member, call Member Services at 1-877-644-4494.

## **Are there any limits to any covered services?**

Most Medicaid services for children (less than 21 years of age) do not have any limits. Some Medicaid services for adults (more than 21 years old) do have limits, such as inpatient behavioral health care, home health services, and therapy services. If you have questions about limits on any covered services, ask your doctor, or call Superior. We will tell you if a covered service has a limit.

# Benefits and Services

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## What services are not covered?

The following is a list of some of the services not covered by the STAR program or Superior:

- Services or items only for cosmetic purposes
- Items for personal cleanliness and grooming
- Items used for incontinence (i.e. adult disposable diapers)
- Services decided to be experimental or for research
- Sex change operations
- Services not approved by the doctor, unless the doctor approval is not needed (i.e. family planning, Texas Health Steps and behavioral health)
- Care that is not medically necessary
- Abortions except as allowed by state law
- Infertility services

If you have questions about which benefits are or are not covered, call Superior at 1-877-644-4494.

## Finding New Technology to Better Care for You

Superior has a committee of doctors that review new treatments for people with certain illnesses. They review information from other doctors and scientific agencies. The new treatments that are covered by Texas Medicaid are shared with Superior's doctors. This allows them to provide the best and most current types of care for you.



### Superior Health Tip:

*Asthma is one of the most common chronic diseases of childhood. Your doctor can help you keep it under control so that your child can enjoy an active lifestyle.*

# Special Services

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## Behavioral Health (mental health and chemical dependency)

### **How do I get help if I have/my child has mental health, alcohol, or drug problems? Do I need a referral for this?**

Behavioral health refers to mental health and substance abuse (alcohol and drug) treatment. Sometimes talking to friends or family Members can help you work out a problem. When that is not enough, you should call your doctor or Superior's mental health care Provider, Cenpatico. Cenpatico has a group of mental health and substance abuse specialists to help you and your child.

You do not have to get a referral from your doctor for these services. Cenpatico will help you find the best Provider for you/your child. Call 1-877-644-4517 to get help right away, 24 hours a day, 7 days a week.

### **How do I know if I/my child needs help?**

Help might be needed if you/your child:

- Can't cope with daily life
- Feels very sad, stressed or worried
- Are not sleeping or eating well
- Wants to hurt themselves or others or have thoughts about hurting themselves
- Are troubled by strange thoughts (such as hearing voices)
- Are drinking or using other substances more
- Are having problems at work or at home
- Seems to be having problems at school

When you/your child have a mental health or substance abuse problem, it is important for you to work with someone who knows you/them. We can help you find a Provider who will be a good match for you. The most important thing is for your child to have someone they can talk to so you/they can work on solving the problems.

### **What to do in a behavioral health emergency?**

You should call 911 if you/your child is having a life-threatening behavioral health emergency. You can also go to a crisis center or the nearest emergency room. You do not have to wait for an emergency to get help. Cenpatico staff is bilingual in English and Spanish. If you speak another language or are hearing impaired, call 1-877-644-4517 for help. Call Cenpatico at 1-877-644-4517 for someone to help you/your child with depression, mental illness, substance abuse or emotional questions.

### **What to do if you/your child are already in treatment?**

If you/your child is already getting care, ask your Provider if they are in the Cenpatico network. If the answer is yes, you do not need to do anything. If the answer is no, call Cenpatico at 1-877-644-4517. We will ask your/your child's Provider to join our network. We want you/your child to keep getting the care they need.

If the Provider does not want to join the Cenpatico network, we will work with the Provider to keep caring for you/your child until medical records can be transferred to a new Cenpatico doctor.

# Special Services

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## **Superior and Cenpatico offer these services:**

- Education, planning, and coordination of behavioral health services
- Outpatient mental health and substance abuse services
- Psychiatric partial and inpatient hospital services (for Members 21 and under)
- Non-hospital and inpatient residential detoxification, rehabilitation and half-way house crisis services 24 hours a day, 7 days a week
- Residential care (for Members 21 and under)
- Medications for mental health and substance abuse care
- Lab services
- Referrals to other community resources
- Transitional health care services

## **Routine Eye Care**

### **How do I get routine eye care services for myself or my child?**

In Medicaid, eye care services are different for adults and children:

- If you are over 21, you can get an eye exam and glasses every two (2) years. You cannot get your glasses replaced if you break or lose them.
- If you are under 21, you can get an eye exam once a year (more if your eyesight changes a lot). You can get glasses once every two (2) years (more if your eye sight changes a lot). You can also get your glasses replaced as often as you need to if you lose them or break them.

With Superior, you get extra vision benefits too. Call Total Vision Health Plan, Superior's vision Provider at 1-866-895-4586 to find out how! See Bonus Benefits on page M-29 for more information.

You do not need a referral from your doctor to see the eye doctor for routine eye care. Some eye doctors can also treat you for eye diseases that do not need surgery. You can get these eye care services from Total Vision. To pick an eye doctor, call Superior at 1-877-644-4494 or Total Vision Health Plan at 1-866-895-4586 for help.

## **Routine Dental Care**

### **How do I get dental services for my child?**

Your child's Medicaid dental plan provides dental services including services that help prevent tooth decay and services that fix dental problems. Call your child's Medicaid dental plan to learn more about the dental services they offer.

Superior covers emergency dental services your child gets in a hospital or ambulatory surgical center. This includes services the doctor provides and other services your child might need like anesthesia. If you are pregnant and 21 years old or older, Superior offers bonus dental services.

# Special Services

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**For questions or dentist information, call the Enrollment Broker at 1-800-964-2777 or:**

<b>DentaQuest</b>	<b>MCNA Dental</b>
<b>1-800-516-0165</b>	<b>1-800-494-6262</b>

## **Are emergency dental services covered?**

Superior covers limited emergency dental services for the following:

- Dislocated jaw
- Traumatic damage to teeth and supporting structures
- Removal of cysts
- Treatment of oral abscess of tooth or gum origin
- Treatment and devices for craniofacial anomalies
- Drugs for any of the above conditions

Superior also covers dental services your child gets in a hospital. This includes services from the doctor and other services your child might need, like anesthesia.

## **What do I do if my child needs emergency dental care?**

During normal business hours, call your child's main dentist to find out how to get emergency services. If your child needs emergency dental services after the main dentist's office has closed, call us toll free at 1-877-644-4494 or call 911.

## **Who do I call if I/my child has special health care needs and I need someone to help me?**

If you/your child have special health care needs, like a serious ongoing illness, disability, or chronic or complex conditions, just call Superior at 1-877-644-4494. We can help you make an appointment with one of our doctors that care for patients with special needs. We will also refer you to one of our case managers who will:

- Help you get the care and services you need.
- Develop a plan of care with the help of you and your/your child's doctor.
- Follow your/your child's progress and make sure you are getting the care you need.
- Answer your health care questions.



# Family Planning

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## Family Planning

### **How do I get family planning services?**

Superior offers family planning services to all Members. This includes Members under the age of 18. Family planning services are kept private. You should talk to your doctor about family planning. Your doctor will help you pick a Medicaid family planning Provider. If you do not feel comfortable talking to your doctor, call Superior at 1-877-644-4494 and we can help you.

### **Do I need a referral for this?**

You do not need a referral from your doctor to seek family planning services.

### **Where do I find a family planning services Provider?**

You can find the locations of family planning Providers near you online at

- [www.dshs.state.tx.us/famplan/locator.shtm](http://www.dshs.state.tx.us/famplan/locator.shtm), or you can call Superior at 1-877-644-4494 for help in finding a family planning Provider.

### **What other services can my plan help me with?**

Superior cares about your health and wellbeing. We have many services and agencies that we work with to help get you the care you need. Some of these services/agencies include:

- Early Childhood Intervention (ECI)
- Public Health Departments
- Hospice
- Medical Transportation Service

To learn more about these services, call Superior at 1-877-644-4494.

# Texas Health Steps

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## **What services are offered by Texas Health Steps?**

Texas Health Steps is the Medicaid health care program for children, teens, and young adults, birth through age 20.

### **Texas Health Steps gives your child:**

- Free regular medical checkups starting at birth
- Free dental checkups starting at 6 months of age
- A case manager who can find out what services your child needs and where to get these services

### **Texas Health Steps checkups:**

- Find health problems before they get worse and are harder to treat
- Prevents health problems that make it hard for children to learn and grow like others their age
- Help your child have a healthy smile

### **When to set up a checkup:**

- You will get a letter from Texas Health Steps telling you when it's time for a checkup. Call you child's doctor to set up the checkup.
- Set up the checkup at a time that works best for your family.

**If the doctor or dentist finds a health problem during a checkup, Your child can get the care he or she needs, such as:**

- Eye tests and eyeglasses
- Hearing tests and hearing aids
- Other health and dental care
- Treatment for other medical conditions

**Call Superior at 1-877-644-4494 or Texas Health Steps toll-free at 1-877-847-8377 (1-877-THSTEPS) (toll-free) if you:**

- Need help finding a doctor or dentist
- Need help setting up a checkup
- Have questions about checkups or Texas Health Steps
- Need help finding and getting other services

**If you can't get your child to the checkup, Medicaid may be able to help. Children with Medicaid and their parent can get free rides to and from the doctor, dentist, hospital, or drug store.**

Houston/Beaumont	1-855-687-4786
Dallas/Ft. Worth	1-855-687-3255
All other	1-877-633-8747 (1-877-MED-TRIP)

# Texas Health Steps

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## How and when do I get Texas Health Steps medical checkups for my child?

Regular medical checkups help make sure that your child grows up healthy. You should take them to their doctor or another Superior Texas Health Steps Provider for medical checkups at the following ages:

Discharge to 5 days	30 months	12 years
2 weeks	3 years	13 years
2 months	4 years	14 years
4 months	5 years	15 years
6 months	6 years	16 years
9 months	7 years	17 years
12 months	8 years	18 years
15 months	9 years	19 years
18 months	10 years	20 years
2 years	11 years	

## How and when do I get Texas Health Steps dental checkups for my child?

Your child should also get regular dental checkups to make sure his or her teeth and gums are healthy. Dental checkups need to start at six (6) months old and every six (6) months after that. You can go to any Texas Health Steps dentist for a dental checkup. Ask your doctor for the name of a dentist near you or call Member Services at 1-877-644-4494. You do not need a referral from your doctor for regular dental checkups or other dental services.

During a Texas Health Steps dental checkup, the dentist will look at your child's mouth, checking for dental problems you may not know about. The dentist will also see if your child's mouth and teeth are developing like other children their age. These checkups can help catch dental problems before they get bigger and harder to treat.

Ask your dentist about dental sealants for your child. A dental sealant is a plastic material put on the back teeth that can help prevent tooth decay.

## How do I make my child's appointment for a Texas Health Steps medical checkup?

You can setup a checkup with your child's doctor. You can also set up a checkup with any Superior Provider that gives Texas Health Steps checkups. Need help? You can call Superior toll free, Monday to Friday, 8 a.m. to 5 p.m. at 1-877-644-4494. Help keep your child healthy.

## Do I have to have a referral?

You do not need a referral to get Texas Health Steps medical or dental services.

# Texas Health Steps

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## **What if I need to cancel an appointment?**

Please call your doctor or dentist's office if you need to change or cancel your child's visit. If transportation to the visit was made through the Medical Transportation Service, please call 1-877-633-8747 to cancel the trip.

## **Does my doctor have to be a part of the Superior Network?**

If you go to a doctor that is not signed up as a Superior Provider, Superior may not pay that doctor and you may get billed for the services.

## **What if I am out of town and my child is due for a Texas Health Steps checkup?**

If you are out of town and your child is due for a Texas Health Steps checkup, call Superior at 1-877-644-4494. They will help you set up a visit with your doctor as soon as you get home.

## **What if I have moved and my child is due for a Texas Health Steps checkup?**

If you moved and your child is due for a Texas Health Steps checkup, you can go to any Texas Health Steps Provider that offers these services. You must show your Superior ID card before you receive services. Have the doctor call Superior for authorization. The phone number to call is on the back of your Superior ID card. Report your new address as soon as possible to the local HHSC office and Superior's Member Services Department at 1-877-644-4494.

You must call Superior before getting any services in your new areas unless it is an emergency. You will keep getting care through Superior until the address is changed.

## **What if I am a migrant farmworker?**

You can get your checkup sooner if you are leaving the area. It is still important for your child to get the medical and dental care they need to stay healthy. So, if you are leaving the area to follow work, call Superior at 1-877-644-4494 to get help scheduling your appointment.

# Pharmacy

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## **What are my prescription drug benefits?**

You get unlimited prescriptions through your Medicaid coverage if you go to a pharmacy that takes Superior Members. There are some medications that may not be covered through Medicaid. The pharmacy can let you know which medications are not covered, or help you find another medication that is covered. You can also ask your doctor or clinic about what medications are covered, and what is best for you.

## **How do I get my/my child's medications? Who do I call if I have problems getting my/my child's medications?**

Medicaid pays for most medicines your doctor says you need. Your doctor will write a prescription. You can take it to the drug store, or your doctor may be able to send the prescription to the drug store for you.

All prescriptions you get from your doctor can be filled at any drug store that takes your Superior ID card. If you have trouble getting your medicines, please call Member Services at 1-877-644-4494.

## **How do I find a network drug store? What do I bring with me to the drug store?**

Superior provides prescriptions for all its Members through drug stores contracted with US Script. You can get your prescriptions filled at most drug stores in Texas, including CVS, HEB, Randall's, Target, Walgreens, Wal-Mart, as well as many other pharmacies. If you need help finding a drug store, call Superior at 1-877-644-4494. A list is also available online at [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com).

### ***Remember:***

Always take your Superior ID card and your Medicaid ID card with you to the doctor and to the drug store.

## **What if I go to a drug store not in the network?**

US Script has many contracted drug stores that can fill your medications. It is important that you show your Superior ID card at the drug store. If the drug store tells you they do not take Superior Members, you can call Superior's Member Services department at 1-877-644-4494. We can help you find a drug store that can fill your medications for you.

If you choose to have the drug store fill your medications and they do not take Superior Members, you will have to pay for the medication.

## **What if I need my medications delivered to me?**

Superior also offers many medications by mail. Some Superior pharmacies offer home delivery services. Call Member Services at 1-877-644-4494 to learn more about mail order or to find a pharmacy that may offer home delivery service in your area.

# Pharmacy

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## **What if I lose my medications?**

If you lose your medications, you should call your doctor or clinic for help. If your doctor or clinic is closed, the drug store where you got your medication should be able to help you. You can also call Superior's Member Services Department at 1-877-644-4494, and we can help you get the medications you need.

## **What if I can't get the medication my/my child's doctor approved?**

If your doctor cannot be reached to approve a prescription, you may be able to get a three-day emergency supply of your medication. Call Superior at 1-877-644-4494 for help with your medications and refills.

## **What if I need Durable Medical Equipment (DME) or other products from a pharmacy?**

Some durable medical equipment (DME) and products normally found in a pharmacy are covered by Medicaid. For all Members, Superior pays for nebulizers, ostomy supplies, and other covered supplies and equipment if they are medically necessary. For children (birth through age 20), Superior also pays for medically necessary prescribed over-the-counter drugs, diapers, formula, and some vitamins and minerals.

Call 1-877-644-4494 for more information about these benefits.



## **Superior Health Tip:**

*Your Superior benefits include a Pap test and mammogram each year. Is it time for yours? Contact your doctor to schedule an appointment!*

# Bonus Benefits

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## What extra benefits does a Member of Superior HealthPlan get?

### How do I get these benefits?

Now that you are a Member of Superior, you are able to get our extra services such as:

- Annual sports physical for children age 4-18.
- Extra vision benefits like a \$100.00 additional allowance towards the purchase of eyewear.
- Basic dental benefits for adult pregnant women.
- \$10 allowance for certain over-the-counter medicines sent to your home once every 3 months.
- NurseWise Superior's 24-hour nurse hotline available to answer your health questions.
- A rewards program for pregnant women who complete prenatal and postpartum checkups to ensure a healthy pregnancy and newborn.
- Pregnant Members with high risk pregnancies may qualify for a Superior provided pre-programmed cell phone to allow immediate access to doctors, case managers, 911, NurseWise, and other key contacts in their personal support system.
- Extra behavioral health services.
- Quarterly online Member newsletter - Find them on the Internet at [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com), click on Member Resources, and then click on Newsletters.

Superior is always planning new and exciting programs and services to help keep you/your child healthy. If you need help in getting these extra services or would like more facts, call Superior at 1-877-644-4494.

### Bonus Behavioral Health Services

- Health psychology interventions
- Enhanced behavioral health services
- Children's Inpatient Incentive Program (Build-A-Bear)
- Residential Services (For Members over 21)
- Off-site services (For Members over 21)

#### *Note:*

Superior and Cenpatico want to help you/your child stay healthy. We need to hear your concerns so that we can make our services better. Call Cenpatico at 1-877-644-4517/TTY (hearing impaired) 1-800-735-2989.



# Bonus Benefits

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## How can I learn more about the benefits and services that are available?

Superior wants to make sure you are linked to quality health care and social services. The Superior Connections® staff can teach you how to use Superior's services. They can visit you at home, talk to you on the phone or send you facts by mail. They will help you with things like:

- How to pick a doctor
- Texas Health Steps
- The STAR program
- Preventative, urgent and emergent care
- Transportation services
- Visits to specialists
- How to use Superior services
- Procedures for complaints and appeals
- How to use your Member Handbook
- Procedures for leaving the program

Superior Connections can give you resources to help you get food, housing, clothing and utility services. To learn more, call Superior's Connections staff at 1-877-644-4494.

## What health education classes does Superior offer?

Superior wants you to lead a healthy life. That is why we started the Superior Health Education program. This program gives you facts to help make better health choices for you and your family. Classes will be given near you. The information about time and place will be mailed to your home.

Classes include:

- Member Orientation - These classes are for all Superior Members.
- Start Smart for Your Baby program - A special program for pregnant women that includes education classes, case management and baby showers.

## Health education classes offered by other agencies

Superior can also help you find other health education classes offered within the community that can help you and your family. Call Member Services at 1-877-644-4494 to learn more.

## Asthma Program

If you or your child has asthma, Superior has a special program that can help you. Asthma is a disease that makes it hard to breathe. People with asthma have:

- Shortness of breath
- Have a tightness in their chest
- Make a whistling sound when they breathe
- Cough a lot, especially at night

Call Superior at 1-877-644-4494 if you or your child:

- Has been in the hospital for asthma during the past year
- Has been in the emergency room in the past two months for asthma
- Has been in the doctor's office three or more times in the past six months for asthma
- Takes oral steroids for asthma

# Bonus Benefits

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## Diabetes Program

If you have diabetes, Superior has a special program that can help you. Diabetes is a disease of high blood sugar. If the blood sugar stays high, it can cause problems in many parts of the body. People with high blood sugar may:

- Feel tired, sleepy or bad
- Have to use the bathroom a lot
- Be very thirsty
- Or may not feel any different at all

Call Superior at 1-877-644-4494 if you or your child:

- Are newly diagnosed with diabetes
- Have had recent visits to the emergency room or hospital for diabetes
- Have had a change in diabetes medicine
- Have been started on insulin
- Want to know more about what to eat and how to shop for groceries
- Want to know how to avoid problems with your eyes and kidneys
- Want to know how to take good care of your feet

## Heart Disease Program

If you have heart disease, Superior has a special program that can help you. Heart disease is a life threatening disease that includes many conditions such as, coronary artery disease, heart attack, and congestive heart disease, to name a few. People with these diseases could experience:

- Shortness of breath
- Irregular heart beats
- A faster heart beat
- Weakness or dizziness
- Nausea
- Sweating
- Discomfort, pressure, heaviness, or pain in the chest

Call Superior at 1-877-644-4494 if you:

- Have been to the hospital for heart disease in the past year
- Have had any recent visits to the ER for heart disease
- On new medication for your heart
- Feeling weak or dizzy
- Are experiencing discomfort in your chest
- Having irregular heartbeats

**\*\*\*\*If you think you need emergency care, please contact 911 or go to the nearest hospital/emergency room. \*\*\*\***

# Bonus Benefits

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## **COPD Program**

If you have COPD, Superior has special program that can help you. COPD is a progressive lung disease that makes it hard to breathe over time. People with COPD:

- May have a cough that won't go away that brings up phlegm
- Have shortness of breath
- Have tightness in their chest
- May make a whistling sound when they breathe out
- Have shortness of breath throughout the day that gets worse after
- May be limited or feel tired doing their normal day to day activities

Call Superior at 1-877-644-4494 if you:

- Have been newly diagnosed with COPD
- Have had recent visits to the ER or hospital for COPD
- Currently smoke or you used to
- Have been exposed to second hand smoke
- Lived or worked in an area with bad air quality (like factories or construction sites)
- Want to learn more about how to manage your COPD

## **Heart Failure Program**

If you have heart failure, Superior has a special program that can help you. Heart failure is a disease in which your heart may not beat well enough to keep up with what the body needs. People with heart failure may:

- Have shortness of breath with activity
- Have swelling in their legs, feet, ankles, hands, and/or abdomen
- Have shortness of breath when lying down or trying to sleep
- Have weight gain because their body is holding on to fluid
- Feel weak or tired doing their normal daily activities

Call Superior at 1-877-644-4494 if you:

- Are newly diagnosed with heart failure
- Have had recent visits to the emergency room or hospital for heart failure
- Are having to go to the doctor more often because of heart failure
- Have had a change in your medicine
- Want to learn more about how to live well with your heart failure

# Bonus Benefits

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## Case Management

Superior has experienced nurses who can help you understand problems you may have, like:

- Asthma
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Transplants
- Using the emergency room frequently
- Being in the hospital often
- Wounds that won't heal
- Multiple diseases or conditions

Our nurses will help you stay healthy and get you the care you need. We help you find care close to you. We will work with your doctor to improve your health. The goal of our program is to learn what information or services you need. We want you to become more independent with your health. Please call us at 1-877-644-4494 to talk to a nurse.

Although our nurses can help you, we know you may not want this. If you don't want to be in the program, you can quit at any time by calling your nurse.

### Also:

- Superior nurses may contact you if a doctor asks us to call you, if you ask us to call, or if Superior feels we can help you.
- We may ask you questions about your health.
- We will give you information to help you understand how to get the care you need.
- We will talk to your doctor and other people who treat you, to get you care.
- You should call us at 1-877-644-4494 if you want to talk to a nurse about being in this program.

# Advance Directives

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## **What if I am too sick to make a decision about my medical care?**

All adults in hospitals, nursing homes, behavioral health facilities and other health care places have rights. For example, you have the right to know what care you will get, and that your medical records will always be private.

A federal law gives you the right to fill out a paper form known as an “advance directive.” An advance directive is a living will or power of attorney for health care when a person is not able to make a decision on their own because of their health. It gives you the chance to put your wishes in writing about what kind of health care you want or do not want, under special, serious medical conditions when you might not be able to tell your wishes to your doctor, the hospital, or other staff.

## **What are advance directives? How do I get an advance directive?**

An advance directive lets you make decisions about your health care before you get too sick. What you decide is put in writing. Then, if you become too sick to make decisions about your health care, your doctor will know what kind of care you do or do not want. The advanced directive can also say who can make decisions for you if you are not able to.

Through this document, you will have the right to make decisions about your health care, like what kind of health care, if any, you will or will not accept. If you sign either of these documents, your doctor will make a note in your medical records so that other doctors know about it.

Superior wants you to know your right to decide so you can fill out the papers ahead of time. These are the types of advance directives you can choose under Texas law:

- Directive to Doctor (living will) – A living will tells your doctor what to do. If you are near death, it will tell the doctor you don’t want to get care. In the state of Texas you can make a living will. Your doctor must follow your living will in case you become too sick to decide about your care.
- Durable Power of Attorney for health care – This form gives the person who signs it power. This person can make decisions about your health care if you are not able to.
- Declaration of Mental Health Treatment – This tells your doctor about the mental health care you want. In the state of Texas you can make this choice. It expires three (3) years after you sign it or at any time you pick to cancel it, unless a court has considered you incapacitated.
- Out-of-Hospital Do Not Resuscitate – This tells your doctor what to do if you are about to die. In the state of Texas your doctor must follow this request if you become too sick.

When you talk to your doctor about an advance directive, he or she might have the forms in their office to give you. You can also call Superior at 1-877-644-4494 and we will help you get one.

# Member Billing

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## **What do I do if I get a bill from my doctor? Who do I call? What information will they need?**

If you have Medicaid, you should not be billed for any services covered by Medicaid. Please remember to always show your Medicaid ID card and Superior ID card before you see the doctor. If you get a bill from a Medicaid Provider, call Member Services at 1-877-644-4494.

When you call, give the Member Services Staff:

- Date of service
- Your patient account number
- Name of provider
- Phone number on the bill
- Total amount of bill

*Note: If you go to a doctor that is not signed up as a Superior Provider, Superior may not pay that doctor and you may get billed for the services. You will need to pay for services not covered by Medicaid. It is your responsibility to determine which services are covered and which are not.*



## **Superior Health Tip:**

*Medications can be safe if you take them correctly.*

*Medicines can help you get better when you are sick.*

*Medicines can also keep a health problem under good control.*

*Here are a few tips on how to use medicine safely:*

- *Read and follow the directions on the label*
- *Take the exact amount written on the label*
- *Take each dose around the same time each day*
- *Use the same pharmacy for all of your prescriptions*
- *Don't share you medicine or take someone else's medicine*
- *Check the expiration date on the label and don't take it past that date*

# Complaints and Appeals

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## **What should I do if I have a complaint? Who do I call?**

Superior wants to help. If you have a complaint, please call us toll free at 1-866-783-5386 to tell us about your problem. A Superior Member Services Advocate can help you file a complaint. Most of the time, we can help you right away or at most, within a few days.

You can also file a complaint through our website. Go to [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com). Click on “Contact Us” in the top right corner of the page. You can also use Superior’s complaint form. A copy of the complaint form can be printed from Superior’s website. You can mail the form to:

**Superior HealthPlan**  
ATTN: Complaints  
2100 South IH-35, Suite 200  
Austin, TX 78704  
Fax: 1-866-683-5369

## **Can someone from Superior help me file a complaint?**

A Superior Member Services Advocate can help you file a complaint. Just call 1-877-644-4494 (TTY 1-800-735-2989).

## **What are the requirements and timeframes for filing a complaint?**

You can file a complaint at any time. A complaint may be filed over the phone, by mail, or online at [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com).

## **How long will it take to process my complaint?**

Most of the time we can help you right away or at the most within a few days. Superior will have a written answer to your complaint within thirty (30) days of the date you submit your complaint.

## **Do I have the right to meet with a complaint appeal panel?**

If you are not satisfied with Superior’s response to your complaint, you have the right to meet with a complaint appeal panel. The panel is made up of Members, Providers and Superior staff. The panel will meet with you and a final response to your complaint will be completed within thirty (30) calendar days of receiving your written request for an appeal.

## **If I am not satisfied with the outcome, who else can I contact?**

Once you have gone through Superior’s complaint process, you can complain to the Health and Human Services Commission (HHSC) by calling toll-free to 1-866-566-8989. If you would like to make your request in writing, send it to:

**Texas Health and Human Services Commission**  
ATTN: Resolution Services  
Health Plan Operations – H320  
P.O. Box 85200  
Austin, TX 78708-5200

If you can get on the Internet, you can send your complaint to [HPM\\_Complaints@hhsc.state.tx.us](mailto:HPM_Complaints@hhsc.state.tx.us).



# Complaints and Appeals

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## **How will I find out if services are denied or limited? What can I do if my doctor asks for a service for me/my child that's covered by Superior, but Superior denies or limits it?**

Superior will send you a letter if a requested service is denied or limited. If you disagree with the decision, you may file an appeal.

## **When do I have the right to ask for an appeal?**

You have the right to appeal Superior's decision if Medicaid covered services are denied based on lack of medical need. Superior's denial is called an "action" or "adverse determination." You can appeal the action if you think Superior:

- Is stopping coverage for care you think you/your child needs
- Is denying coverage for care you think should be covered
- Has not paid a hospital bill you think we should pay
- Limits a request for a covered service

You, a doctor, or someone else acting on your/your child's behalf can appeal an action.

## **Can someone from Superior help me file an appeal?**

A Superior Member Services Advocate can help you file an appeal. Just call 1-877-644-4494.

## **What are the timeframes for the appeals process?**

You will have thirty (30) days from the date of the denial letter to appeal the decision. Superior will acknowledge your appeal within five (5) days of receipt, and complete the appeal within thirty (30) days. This process can be extended up to fourteen (14) days if you ask for an extension. If more time is needed to gather facts about the requested service, you will receive a letter with the reason for the delay.

## **How can I ask for continuity of current authorized services?**

If you are receiving a service that is being ended, suspended or reduced, you must file an appeal on or before the later of 10 days following Superior's mailing of the denial letter (10 days from the postage stamp date on the envelope), or on the intended effective date of the proposed action.

Superior will keep providing the benefits while your appeal is being reviewed, if:

- Your appeal is sent in the needed time frame
- Your appeal is for a service that was denied or limited, that had been previously approved
- Your appeal is for a service ordered by a Superior approved Provider

Call Superior at 1-877-644-4494 for more information.

# Complaints and Appeals

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## **Does my request have to be in writing?**

You can call us to let us know you want to appeal an action, but you must follow up your phone call with a request in writing, unless an expedited appeal is requested. If you need help, Superior can help you put your appeal in writing.

## **What is an expedited appeal?**

An expedited appeal is when the health plan has to make a decision quickly based on the condition of your health, and taking the time for a standard appeal could jeopardize your life or health.

## **How do I ask for an expedited appeal? Does my request have to be in writing?**

You can ask for an expedited appeal by calling Superior's Medical Management department at 1-877-398-9461. You can also ask for an expedited appeal in writing and send it to Superior's Medical Management Department at:

**Superior HealthPlan**  
ATTN: Medical Management  
2100 S. IH-35, Suite 200  
Austin, Texas 78704  
FAX: 1-866-918-2266

Expedited appeals do not have to be in writing.

Superior's Member Advocate can help you with your expedited appeal. You can also have your doctor, a friend, a relative, lawyer or another spokesperson help you.

## **What are the timeframes for an expedited appeal? What happens if Superior denies my request for an expedited appeal?**

If your appeal is about an ongoing emergency or denial to keep getting a hospital stay, Superior will make a decision about your expedited appeal within one (1) business day. Other expedited appeals will be decided within three (3) days. This process can be extended up to fourteen (14) days if more facts are needed. If Superior thinks your appeal does not need to be expedited, Superior will let you know right away. The appeal will still be worked on but the resolution may take up to thirty (30) days.

# Complaints and Appeals

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## Can I ask for a state fair hearing?

If you, as a Member of the health plan, disagree with Superior's final decision, you have the right to ask for a fair hearing. A Member can file for a fair hearing at any time during Superior's appeals process. You may name someone to represent you by writing a letter to the health plan telling them the name of the person you want to represent you. A doctor or other medical Provider may be your representative. If you want to challenge a decision made by your health plan, you or your representative must ask for the fair hearing within ninety (90) days of the date on Superior's letter with the decision. If you do not ask for the fair hearing within ninety (90) days, you may lose your right to a fair hearing. To ask for a fair hearing, you or your representative should send a letter to Superior at:

**Superior HealthPlan**  
Attn: Fair Hearings Coordinator  
2100 S. IH 35 Suite 200  
Austin, Texas 78704

You may also call Superior at 1-877-398-9461.

You have the right to keep getting any service Superior denied or reduced, at least until the final hearing decision is made if you ask for a fair hearing by the later of ten (10) days following Superior's mailing of the notice of action, or the day the health plan's letter says your service will be reduced or end. If you do not request a fair hearing by this date, the service the health plan denied will be stopped.

If you ask for a fair hearing, you will get a packet of information letting you know the date, time and location of the hearing. Most fair hearings are held by telephone. At that time, you or your representative can tell why you need the service that the health plan denied.

HHSC will give you a final decision within ninety (90) days from the date you asked for the hearing.

# Rights and Responsibilities

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## What are my rights and responsibilities?

### Member rights:

1. You have the right to respect, dignity, privacy, confidentiality and nondiscrimination. That includes the right to:
  - a) Be treated fairly and with respect.
  - b) Know that your medical records and discussions with your Providers will be kept private and confidential.
2. You have the right to a reasonable opportunity to choose a health care plan and Primary Care Provider. This is the doctor or health care Provider you will see most of the time and who will coordinate your care. You have the right to change to another plan or Provider in a reasonably easy manner. That includes the right to:
  - a) Be told how to choose and change your health plan and your Primary Care Provider.
  - b) Choose any health plan you want that is available in your area and choose your Primary Care Provider from that plan.
  - c) Change your Primary Care Provider.
  - d) Change your health plan without penalty.
  - e) Be told how to change your health plan or your Primary Care Provider.
3. You have the right to ask questions and get answers about anything you do not understand. That includes the right to:
  - a) Have your Provider explain your health care needs to you and talk to you about the different ways your health care problems can be treated.
  - b) Be told why care or services were denied and not given.
4. You have the right to agree to or refuse treatment and actively participate in treatment decisions. That includes the right to:
  - a) Work as part of a team with your Provider in deciding what health care is best for you.
  - b) Say yes or no to the care recommended by your Provider.
5. You have the right to use each complaint and appeal process available through the managed care organization and through Medicaid, and get a timely response to complaints, appeals and fair hearings. That includes the right to:
  - a) Make a complaint to your health plan or to the state Medicaid program about your health care, your Provider or your health plan.
  - b) Get a timely answer to your complaint.
  - c) Use the plan's appeal process and be told how to use it.
  - d) Ask for a fair hearing from the state Medicaid program and get information about how that process works.
6. You have the right to timely access to care that does not have any communication or physical access barriers. That includes the right to:
  - a) Have telephone access to a medical professional 24 hours a day, 7 days a week to get any emergency or urgent care you need.
  - b) Get medical care in a timely manner.
  - c) Be able to get in and out of a health care Provider's office. This includes barrier free access for people with disabilities or other conditions that limit mobility, in accordance with the Americans with Disabilities Act.

# Rights and Responsibilities

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- d) Have interpreters, if needed, during appointments with your Providers and when talking to your health plan. Interpreters include people who can speak in your native language, help someone with a disability, or help you understand the information.
- e) Be given information you can understand about your health plan rules, including the health care services you can get and how to get them.
- 7. You have the right to not be restrained or secluded when it is for someone else's convenience, or is meant to force you to do something you do not want to do, or is to punish you.
- 8. You have a right to know that doctors, hospitals, and others who care for you can advise you about your health status, medical care, and treatment. Your health plan cannot prevent them from giving you this information, even if the care or treatment is not a covered service.
- 9. You have a right to know that you are not responsible for paying for covered services. Doctors, hospitals, and others cannot require you to pay copayments or any other amounts for covered services.
- 10. You have the right to make recommendations about Superior's Member Rights and Responsibilities policies.

## **Member responsibilities:**

- 1. You must learn and understand each right you have under the Medicaid program. That includes the responsibility to:
    - a) Learn and understand your rights under the Medicaid program.
    - b) Ask questions if you do not understand your rights.
    - c) Learn what choices of health plans are available in your area.
  - 2. You must abide by the health plan's and Medicaid's policies and procedures. That includes the responsibility to:
    - a) Learn and follow your health plan's rules and Medicaid rules.
    - b) Choose your health plan and a Primary Care Provider quickly.
    - c) Make any changes in your health plan and Primary Care Provider in the ways established by Medicaid and by the health plan.
    - d) Keep your scheduled appointments.
    - e) Cancel appointments in advance when you cannot keep them.
    - f) Always contact your Primary Care Provider first for your non-emergency medical needs.
    - g) Be sure you have approval from your Primary Care Provider before going to a specialist.
    - h) Understand when you should and should not go to the emergency room.
  - 3. You must share information about your health with your Primary Care Provider and learn about service and treatment options. That includes the responsibility to:
    - a) Tell your Primary Care Provider about your health.
    - b) Talk to your Providers about your health care needs and ask questions about the different ways your health care problems can be treated.
    - c) Help your Providers get your medical records.
  - 4. You must be involved in decisions relating to service and treatment options, make personal choices, and take action to keep yourself healthy. That includes the responsibility to:
    - a) Work as a team with your Provider in deciding what health care is best for you.
    - b) Understand how the things you do can affect your health.
    - c) Do the best you can to stay healthy.
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# Rights and Responsibilities

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- d) Treat Providers and staff with respect.
- e) Talk to your Provider about all of your medications.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at 1-800-368-1019. You also can view information concerning the HHS Office of Civil Rights online at [www.hhs.gov/ocr](http://www.hhs.gov/ocr).

## **As a Member of Superior HealthPlan, you can ask for and get the following information each year:**

- Information about network Providers – at a minimum primary care doctors, specialists and hospitals in our service area. This information will include names, addresses, telephone numbers, languages spoken (other than English), and qualifications for each network Provider, plus identification of Providers that are not accepting new patients.
- Any limits on your freedom of choice among network Providers.
- Your rights and responsibilities.
- Information on complaint, appeal and fair hearing procedures.
- Information about benefits available under the Medicaid program including the amount, duration, and scope of benefits available. This is designed to make sure you understand the benefits to which you are entitled.
- How you get benefits, including authorization requirements.
- How Members can get benefits, including family planning services, from out-of-network Providers and/or limits to those benefits.
- How you get after hours and emergency coverage and/or limits to those kinds of benefits, including:
  - What makes up emergency medical conditions, emergency services and post-stabilization services.
  - The fact that you do not need prior authorization from your Primary Care Provider for emergency care services.
  - How to get emergency services, including instructions on how to use the 911 telephone system or its local equivalent.
  - The addresses of any places where Providers and hospitals furnish emergency services covered by Medicaid.
  - A statement saying you have the right to use any hospital or other settings for emergency care.
  - Post-stabilization rules.
- Policy on referrals for specialty care and for other benefits you cannot get through your Primary Care Provider.
- Superior's practice guidelines.

## **Physician incentive plan**

A physician incentive plan rewards doctors for treatments that reduce or limit services for people covered by Medicaid. Right now, Superior does not have a physician incentive plan.

# Rights and Responsibilities

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## Your right to privacy

**The following notice describes how medical facts about you are to be used and disclosed and how you can get access to these facts. Please read it carefully.**

At Superior HealthPlan, your privacy is important to us. We will do all we can to protect your health records. You may get a copy of our privacy notice at [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com) or by calling Member Services at 1-877-644-4494. By law, we must protect your health records and send you this notice. This notice tells you how we use your health records. It describes when we can share your records with others. It explains your rights about the use of your health records. It also tells you how to use those rights and who can see your health records. This notice does not apply to facts that does not identify you.

When we talk about your health records in this notice, it includes any facts about your past, present or future physical or mental health while you are a Member of Superior HealthPlan. This includes providing health care to you. It also includes payment for your health care while you are our Member.

Please note: You will also receive a privacy notice from the state of Texas outlining their rules for your health records. Other health plans and health care Providers have other rules when using or sharing your health records. We ask that you get a copy of their privacy notices and read it carefully.

## Confidentiality

When you or your child talks to someone, you share private facts. Your child's Provider can share these facts only with staff helping with your child's care. These facts can be shared with others when you say it is okay. Superior and Cenpatico work together to deal with you/your child's physical and mental health or substance abuse treatment giving them the best care they need.



# Fraud and Abuse

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## **Do you want to report waste, abuse, or fraud?**

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care Providers, or a person getting benefits is doing something wrong. Doing something wrong could be waste, abuse or fraud, which is against the law.

### **For example, tell us if you think someone is:**

- Getting paid for services that weren't given or necessary
- Not telling the truth about a medical condition to get medical treatment
- Letting someone else use their Medicaid ID
- Using someone else's Medicaid ID
- Not telling the truth about the amount of money or resources he or she has to get benefits

### **To report waste, abuse, or fraud, choose one of the following:**

- Call the OIG Hotline at 1-800-436-6184
- Visit <https://oig.hhsc.state.tx.us/> and pick "Click Here to Report Waste, Abuse, and Fraud" to complete the online form
- Report directly to your health plan at:

**Superior HealthPlan**  
2100 S. IH-35, Suite 200  
Austin, TX 78704  
1-866-685-8664

## **To report waste, abuse or fraud, gather as much information as possible.**

### **When reporting about a Provider (a doctor, dentist, counselor, etc.) include:**

- Name, address, and phone number of Provider
- Name and address of the facility (hospital, nursing home, home health agency, etc.)
- Medicaid number of the Provider and facility if you have it
- Type of Provider (doctor, dentist, therapist, pharmacist, etc.)
- Names and the number of other witnesses who can help in the investigation
- Dates of events
- Summary of what happened

### **When reporting about someone who gets benefits, include:**

- The person's name
- The person's date of birth, social security number or case number if you have it
- The city where the person lives
- Specific details about the waste, abuse or fraud

# Notes

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**superior  
healthplan**<sup>™</sup>

2100 South IH-35, Suite 200  
Austin, TX 78704

**[SuperiorHealthPlan.com](http://SuperiorHealthPlan.com)**