




superior  
healthplan™

# STAR Health

## Member Handbook



We are ready  
to help! Call  
1-866-912-6283

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

SHP\_20151061 SEPTEMBER 2015

**Embracing  
Every Child**  
STAR Health

# Statement of Non-Discrimination

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Superior HealthPlan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Superior does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Superior:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Superior at the number on the back of your Superior member ID Card. (Relay Texas/TTY: 1-800-735-2989).

If you believe that Superior has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Superior HealthPlan Appeal Department  
5900 E. Ben White Blvd.  
Austin, Texas 78741-9903

Or

Call the number on the back of your Superior member ID card.  
(Relay Texas/TTY: 1-800-735-2989)  
Fax 1-800-310-0943

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Superior is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

# Language Assistance

<b>SPANISH:</b>	ATENCIÓN: Si usted habla español, disponemos de servicios lingüísticos gratuitos para usted. Llame al número al dorso de su tarjeta de identificación Superior (TTY: 1-800-735-2989).
<b>VIETNAMESE:</b>	XIN LƯU Ý: Nếu quý vị nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ được cung cấp hoàn toàn miễn phí cho quý vị. Hãy gọi số ở mặt sau trên thẻ ID thành viên Superior của quý vị (TTY: 1-800-735-2989).
<b>CHINESE:</b>	注意：如果您讲中文，可免费获得语言协助服务。请拨打您Superior会员卡背面的电话号码（文本电话：1-800-735-2989）。
<b>KOREAN:</b>	알림: 귀하께서 한국어를 사용하신다면, 언어 지원 서비스를 무료로 이용하실 수 있습니다. Superior 회원 ID 카드 뒷면에 있는 번호로 전화하십시오(TTY: 1-800-735-2989).
<b>ARABIC:</b>	تنبيه: إذا كنت تتحدث اللغة العربية، فلدينا خدمات مساعدة لغوية مجانية من أجلك. اتصل بالرقم الموجود على ظهر بطاقة عضوية Superior الخاصة بك (جهاز الاتصال للصم والبكم: 1-800-735-2989)
<b>URDU:</b>	فرمائیں: اگر آپ اردو زبان بولتے ہیں، تو زبان میں معاونت کی خدمات آپ کو مفت میں دستیاب ہیں۔ اپنے Superior ممبر آئی ڈی کارڈ کی پشت پر موجود نمبر پر کال کریں (ٹی ٹی وائی: 1-800-735-2989)۔
<b>TAGALOG:</b>	BIGYANG-PANSIN: kung nagsasalita ka ng Tagalog, may mga serbisyong pantulong sa wika na libre para sa iyo. Tawagan ang numero sa likod ng iyong ID card ng miyembro ng Superior (TTY: 1-800-735-2989).
<b>FRENCH:</b>	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont offerts gratuitement. Appelez le numéro au dos de votre carte d'identification Superior (ATS : 1-800-735-2989).
<b>HINDI:</b>	ध्यानार्थ: यदि आप हिन्दी बोलते हैं, तो भाषा सहायता सेवाएं, आपके लिए निःशुल्क उपलब्ध हैं। आपके Superior सदस्य आईडी कार्ड के पीछे दिए गए नंबर पर कॉल करें (TTY: 1-800-735-2989)।
<b>PERSIAN:</b>	توجه: اگر به زبان فارسی صحبت می کنید، خدمات کمک رسانی زبانی، به صورت رایگان، آماده خدمت رسانی به شما هستند. با شماره واقع در پشت کارت شناسایی عضویت Superior خود (TTY: 1-800-735-2989) تماس بگیرید.
<b>GERMAN:</b>	HINWEIS: Wenn Sie Deutsch sprechen ist kostenlose Unterstützung in Ihrer Landessprache für Sie verfügbar. Rufen Sie die Nummer auf der Rückseite der Superior Mitgliedsausweiskarte an (TTY: 1-800-735-2989).
<b>GUJARATI:</b>	ધ્યાન આપો: જો તમે ગુજરાતી, ભાષા બોલતા હો તો સહાયતા સેવા, વિના મૂલ્યે, આપના માટે ઉપલબ્ધ છે. આપના Superior સભ્યપદ આઈડી કાર્ડ પાછળ આપેલા નંબર પર કોલ કરો (TTY: 1-800-735-2989)
<b>RUSSIAN:</b>	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Подзвоните за номером, указавшим на оборотной стороне Вашей членской карточки Superior (номер телетайпу: 1-800-735-2989).
<b>JAPANESE:</b>	お知らせ：日本語でのサポートを無料でご利用いただけます。Superior会員IDカードの裏面に記載の番号（TTY：1-800-735-2989）にお電話ください
<b>LAOTIAN:</b>	ກາລານາໃຫສວາມສາມໃຈ: ຖ້າທ່ານເວົ້າພາສາ(ລາວ) ບຣການຄວາມຊ່ອຍເຫຼອພາສາມາໃຫທ່ານໂດຍບໍ່ເສຍຄ່າ. ໃຫ້ໂທຫາເລກທີ່ຢູ່ດ້ານຫຼັງຂອງ Superior ບັດສະມາຊິກທ່ານ (1-800-735-2989)



# Numbers to Remember

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If you have any questions, call us at 1-866-912-6283. Superior's Member Services staff will help you. Our staff is there from 8 a.m. to 5 p.m. Monday to Friday. You can reach a nurse 24 hours a day, 7 days a week. They can answer your health questions after hours and on weekends. Call 1-866-912-6283. 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	1-866-912-6283	
Relay Texas/TTY (Hearing Impaired)	1-800-735-2989	
Pharmacy Helpline (Prescription Drugs)	1-866-912-6283	
Medical Transportation	1-877-633-8747	
Eye Care	1-866-642-8959	
Behavioral Health	1-866-912-6283	
Dental Services (DentaQuest)	1-888-308-4766	
Alcohol/Drug Crisis Line	1-866-218-8263	
Connections (Additional Community Services)	1-866-912-6283	
Member Advocate	1-866-912-6283	
Medicaid Managed Care Helpline	1-866-566-8989	TTD 1-866-222-4306

## Behavioral Health Services

You can get behavioral health and/or substance abuse help right away by calling 1-866-912-6283. You can call us 24 hours a day, 7 days a week. We 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. Our staff is bilingual in English and Spanish. If you speak another language or are hearing impaired, call 1-866-912-6283 for help.

## Service Coordination/Service Management

Superior's Service Coordinators are available to help you coordinate your/your child's medical and behavioral health care. We can also help you understand the STAR Health services and benefits. Please call us at 1-866-912-6283.

## Emergency Care

Call 911 or go to the nearest hospital/emergency facility if you think you need emergency care. You can call 911 for help in getting to the hospital emergency room. If you receive emergency services, call your doctor to schedule a follow up visit as soon as possible.

Remember to call Superior at 1-866-912-6283 and let us know of the emergency care you received. Superior defines an emergency as a condition in which you think you have a serious medical condition, or not getting medical care right away will be a threat to your/your child's life, limb or sight.

# Table of Contents

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## Introduction

About your health plan .....	1
Your Superior ID card .....	2
Your Texas Benefits Medicaid Card .....	3

## Just for Children in Foster Care

Health Passport .....	4
The Medical Consenter .....	4

## Accessing Care – Primary Care Providers

Your Primary Care Provider .....	5
Changing Primary Care Providers .....	5
Getting medical care after the doctor's office is closed .....	6
Doctor no longer in network.....	6

## Accessing Specialty Care

Referrals to special doctors .....	7
Services that do not need a referral .....	7
Getting permission for specialty medical services.....	7
Asking for a second opinion .....	8
Getting admitted to a hospital .....	8

## Accessing Care – Just For Young Women

Getting OB/GYN care for you or your daughter .....	9
Choosing an OB/GYN .....	9

## Accessing Care – Pregnant Women and New Mothers

What to do if you are pregnant .....	10
Other services/activities/education for pregnant women .....	10
Case Management for Children and Pregnant Women (CPW) .....	10
Choosing your baby's Primary Care Provider .....	11
Changing your baby's doctor .....	11
Enrolling your baby in a health plan .....	11

## Accessing Care – Appointments

Making an appointment .....	12
What you will need to bring with you to the doctor .....	12
Getting care when you are out of town or traveling .....	12

## Making Care Easier – Help to Access Health Care

Interpreter services .....	13
Medical Transportation Program (MTP).....	13
Making a complaint about transportation services .....	14
Getting money to pay for medical transportation mileage .....	14

## Care Defined

Emergency medical care .....	15
Post-stabilization care .....	15

# Table of Contents

---

Urgent medical care .....	15
Routine medical care .....	15
Defining medically necessary.....	16
<b>Benefits and Services</b>	
Your benefits .....	17
Early Childhood Intervention.....	17
Service limits .....	18
Services not covered .....	19
<b>Special Services</b>	
Behavioral health (mental health and chemical dependency) .....	20
Getting help for behavioral health and drug problems .....	20
How to know if you need help .....	20
What to do in a behavioral health emergency .....	20
What to do if you/your child are already in treatment .....	20
Behavioral health services .....	21
Confidentiality.....	21
Rehabilitation and case management.....	21
Eye care .....	21
Dental care .....	22
Help for special health care needs.....	22
Community First Choice.....	22
Personal Care Services .....	23
Reporting Abuse, Neglect or Exploitation.....	23
Other services .....	23
New technologies to serve you .....	23
<b>Family Planning Services</b>	
How to get family planning services .....	24
Finding a family planning provider .....	24
<b>Texas Health Steps</b>	
About Texas Health Steps .....	25
When to get Texas Health Steps care for your child .....	25
Making a Texas Health Steps appointment .....	26
Cancelling a Texas Health Steps appointment .....	26
Texas Health Steps care when you are out of town .....	26
<b>Pharmacy</b>	
Getting prescriptions .....	27
What to do if you have problems getting prescriptions .....	27
Durable Medical Equipment .....	28
<b>Bonus Benefits and Services</b>	
CentAccount® a2A program.....	29
Extra benefits for STAR Health members.....	29
Help to understand your benefits .....	29

# Table of Contents

---

Health education classes .....	30
Asthma program .....	30
Service coordination.....	30
<b>Advanced Directives</b>	
What to do if you are too sick to make a medical decision .....	32
<b>Medical Bills</b>	
What to do if you get a bill from the doctor .....	33
<b>Complaints and Complaint Appeals</b>	
Making a complaint .....	34
Getting help to file a complaint .....	34
<b>Medical Pre-appeals and Continued Services</b>	
Pre-appeals .....	36
Continuity of current services .....	36
<b>Actions, Appeals, and Expedited Appeals</b>	
Asking for an appeal .....	37
Getting help to file an appeal.....	37
Expedited appeals.....	38
<b>Fair Hearings</b>	
Asking for a fair hearing .....	39
<b>Rights Responsibilities</b>	
Member rights .....	40
Member responsibilities .....	41
Information available to members.....	42
Physician incentive plan.....	42
Member privacy notice.....	43
<b>Waste, Fraud and Abuse</b>	
Reporting waste, fraud and abuse by a Medicaid recipient .....	44
Reporting waste, fraud and abuse by a provider .....	44

# Introduction

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## About

STAR Health provides health care to Texas children in the state's Foster Care Program. Superior HealthPlan provides the services under a contract with the Texas Health and Human Services Commission (HHSC). Superior works with many doctors, clinics and hospitals to care for you/your child.

You/your child will get health care from doctors in Superior's provider network. Children can get regular check ups, exams, primary care and specialist care when needed. Superior also has hospitals, specialists, labs and many more providers when you/your child needs them.

### **You must use a Superior provider to get health services.**

Your/your child's Member ID card will arrive in the mail once you/your child is enrolled with Superior. It will have your/your child's Primary Care Provider (PCP) name and office number. Carry this ID card and you/your child's Medicaid ID Card with you at all times. Show both cards to the doctor so they know you are covered through Superior HealthPlan.

If you do not understand this member handbook or need help reading it, call Member Services. We can tell you how to use our services and will answer your questions. You can get this handbook in audiotape, CD, larger print or in another language if you need it.

### **For more information, call Member Services at 1-866-912-6283.**

#### ***Remember:***

- The 2085 form is a DFPS form that is sent to the child's caregiver. It lists the child's medical consentor and has their DFPS ID number. Doctors can use this form to verify a child's eligibility and their medical consentor.
- Carry your/your child's Superior ID card and their Medicaid ID card with you at all times.
- Call your/your child's primary care provider first if you/your child has a medical problem that is not life threatening.
- If you/your child cannot reach your primary care provider, call Superior at 1-866-912-6283. We are here to help 24 hours a day, 7 days a week.

Superior HealthPlan, by law, will keep your/your child's health records private. Your discussions with doctors or other healthcare providers are also private. If you are the medical consentor, you have the right to say yes or no to requests for your child's records by someone other than those handling your child's health care.


Thank you for choosing Superior HealthPlan!



# Introduction

## Your Superior ID Card

You should receive your/your child's Superior HealthPlan ID card in the mail as soon as you/your child is 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 1-866-912-6283.

<b>Embracing Every Child</b> <small>STAR Health</small>	 <b>superior healthplan.</b>
MEMBER ID #:	Rx GROUP ID #: 18011
MEMBER NAME:	Rx BIN #: 008019
	Rx PCN: SHP
PRIMARY CARE PROVIDER	PBM: Envolv Rx
NAME:	
PHONE:	
EFFECTIVE DATE:	
Documentation in Health Passport is required when caring for STAR Health members. This may not apply to members over the age of 18. Please go to <a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a> .	
<a href="http://SuperiorHealthPlan.com">SuperiorHealthPlan.com</a>	

Member Services: 1-866-912-6283  
Available 24 hours a day/7 days a week  
Service Coordinator: 1-866-912-6283 Vision Services: 1-866-642-8959  
Behavioral Health: 1-866-912-6283 Dental Services: 1-888-308-4766  
In case of emergency, call 911 or go to the closest emergency room.  
After treatment, call your PCP within 24 hours or as soon as possible.

Servicios para Miembros: 1-866-912-6283  
Disponible 24 horas al día/7 días de la semana  
Coordinadora de Servicios: 1-866-912-6283  
Servicios de Salud del Comportamiento: 1-866-912-6283  
Servicios de la Vista: 1-866-642-8959  
Servicios Dentales: 1-888-308-4766  
En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Después del tratamiento, llame a su PCP dentro de 24 horas o tan pronto como sea posible.

Always carry your/your child's 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/your child is a Superior member. Do not let anyone else use you/your child's Superior ID card.

Your/your child's Superior ID card is in English and Spanish, and has:

- Member's name
- Member's Medicaid 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 or need to pick a new doctor or PCP, call Superior at 1-866-912-6283.

You/your child will get a new ID card.

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

# Introduction

## Your Texas Benefits Medicaid Card

When you or your child 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 or your child 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 Health.
- 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.

You will only be issued one card, and will only receive a new card in the event of the card being lost or stolen. If your Medicaid ID card is lost or stolen, you can get a new one by calling toll-free 1-855-827-3748. They will provide you with a temporary form called a Verification Form – Form 1027-A. You can use this form until you receive another card.

Your Texas Benefits Health and Human Services Commission		STAR Health
<b>Medicaid card</b>		Health plan / Plan de salud:
Member name: <b>Your name</b>		<b>Your plan</b>
Member ID (Medicaid ID): XXXXXXXXXX		1-800-###-####
Issuer ID: 00000 XXXXXXXXXX		Second program (optional):
RxBIN: 001111		Third program (optional):
RxPCN: ADV	Date card sent: 09/01/2011	
RxGRP: RX1234		

This card does not guarantee eligibility. La tarjeta no garantiza la elegibilidad.	
<b>Need Help?</b>	<b>¿Necesita Ayuda?</b>
<b>1-800-252-8263</b>	
Questions about your doctor? Call your health plan.	¿Preguntas sobre su doctor? Llame su plan de salud.
<b><a href="http://www.YourTexasBenefits.com">www.YourTexasBenefits.com</a></b>	

**Remember:** You must carry your/your child's Superior ID card and your Medicaid ID Card at all times.

# Just for Children in Foster Care

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## What is the Health Passport? How do I access the Health Passport?

Many children in foster care have chronic and complex conditions. It takes a team of medical and behavioral health professionals to meet the child's needs. Superior's Health Passport is a community health record that gives professionals information about care received outside of their office so they can coordinate care and make the best decisions for each child. It is a web-based tool with security controls to manage who sees the information. The Health Passport may include information such as:

- Easy-to-read patient summary
- Medical and behavioral health visit history
- Allergies
- Lab results and assessments
- Pharmacy claim history and summary of medications
- Texas Health Steps forms and results
- Infant and children growth charts

The Health Passport is available to the person authorized to consent to medical care for a child in conservatorship as well as the providers of medical care, DFPS workers and authorized Superior staff. To get access to the Health Passport:

1. Log onto [www.FosterCareTX.com](http://www.FosterCareTX.com)
2. Click "Login" under Health Passport.
3. Follow the registration instructions.

### **Note:**

For help with the Health Passport, call the help desk at 1-866-714-7996.

## What is a Medical Consenter?

A medical consenter is the person whom a court has authorized to consent to medical care for a child in state conservatorship. The medical consenter may be the child's foster parent, a relative of the child, or a person named by the Department of Family and Protective Services. The child's parent may also be a medical consenter if the parent's rights have not been terminated and the court determines that it is in the best interest of the child to allow the parent to make medical decisions on behalf of the child. A medical consenter may also be a child in conservatorship of at least 16 years of age, if a court says the child has the capacity to consent to medical care.

## What is the role of a Medical Consenter?

The role of a medical consenter includes consenting to the child's medical care and participating in the child's medical appointments. Medical care means "health care and related services." This may include medical, behavioral, dental, eye care and surgical treatment. This does not apply to emergency services. Contact 911 or go to the nearest hospital or emergency facility if you think you need emergency care.

## Youth aging out of foster care

For questions on eligibility requirements for youth aging out of foster care, please call 2-1-1. This includes enrollment in the Medicaid for Transitional Foster Care (MTFCY) and Former Foster Care Children (FFCC) programs. If you are calling from outside of Texas or have technical difficulties when dialing 2-1-1, dial the toll free alternate access number at 1-877-541-7905. For TTY access, call 1-877-833-4211.

# Accessing Care - Primary Care Providers

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## What is a Primary Care Provider (PCP)?

A Primary Care Provider (PCP) is the doctor that 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.

When a child is first enrolled with Superior but does not have a PCP, a doctor is automatically selected for the child by Superior. If you are not happy with the doctor selected, the doctor can be changed. If you/your child is a girl, you may pick an obstetrician (OB) or gynecologist (GYN) as her PCP. You will need to pick a PCP for each eligible child. You can pick from:

- Pediatricians (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 specialist be my PCP?

Superior will allow specialists to act as a PCP for members who have a special health care need. Specialists must be approved by Superior before they can be your PCP. Tell your specialist if you would like them to be your PCP. Or call Member Services at 1-866-912-6283 to ask for help.

## Can a Rural Health Clinic (RHC) or Federally Qualified Health Center (FQHC) be my PCP?

Yes! Superior lets you pick a clinic as your PCP. If you have any questions, call Superior at 1-866-912-6283.

## What if I choose to go to another doctor who is not my PCP?

Your PCP 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 and is not a Medicaid provider, Superior will not pay that doctor and you will get billed for the services.

## How can I change my/my child's PCP?

If you are not happy with your doctor talk to them. If you still are not happy, call Superior at 1-866-912-6283. They can help you pick a new doctor. You might change your doctor because:

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

# Accessing Care - Primary Care Providers

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## When will a PCP change become effective?

Your/your child's change of doctor will be effective right away. You/your child will get a new ID card with the new doctor's name and phone number shortly after you request the change.

## How many times can I change my PCP?

There is no limit on how many times you can change your PCP. You can change your PCP by calling us toll-free at 1-866-912-6283.

Remember:

You should go to the same doctor. They will get to know you and your health care needs.

## Are there any reasons why my request to change a PCP 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 provider.
- You are not your child's Medical Consenter.

## Can my/my child's PCP move me or my child to another PCP 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 1-866-912-6283. We will help you find a new doctor.

## How do I get medical care after the PCP'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 Superior's nurse helpline at 1-866-912-6283. 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 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 1-866-912-6283 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
- Regular eye care
- Regular dental services
- Texas Health Steps medical checkups
- Family planning services
- Ophthalmology or therapeutic optometry services (only for services that do not require surgery)

Members with disabilities, special health care needs or chronic or complex conditions have direct access to a specialist. Direct access means you/your child does not have to go through a PCP to see a specialist. If you/your child needs to see a provider that is not with Superior, that provider needs to call us for an out of network authorization before you/your child gets seen. Remember, you must see a Superior Provider for these services. For family planning and emergency services, you/your child can go to any Medicaid Provider. If you need help getting these services, call Member Services at 1-866-912-6283.

## 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 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 PCP 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.

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 Young 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/your daughter's female health needs. Superior allows you to pick any OB/GYN, whether that doctor is in the same network as your Primary Care Provider (PCP) or not.

You have the right to pick an OB/GYN without a referral from your PCP. 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.

## Do I have the right to choose an OB/GYN as my PCP?

Superior has some OB/GYN providers that can be your PCP. If you need help picking an OB/GYN, call Superior at 1-866-912-6283

## Will I need a referral?

You/your daughter have the right to get services from an OB/GYN without calling your PCP first.

## How do I choose an OB/GYN?

You may pick an OB/GYN provider from the list in the Superior provider directory. If you need help picking an OB/GYN, call Superior at 1-866-912-6283. If you/your daughter is pregnant, your OB/GYN should see you/her within two 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 PCP, do I have direct access?

If you do not choose an OB/GYN as your/your daughter's 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 Member Services at 1-866-912-6283. 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 1-866-912-6283 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 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.

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

To find a birthing center close to you, call Member Services at 1-866-912-6283.

## What is Case Management for Children and Pregnant Women (CPW)?

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.
- 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.

# Accessing Care - Pregnant Women and New Mothers

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## How can I get a Case Manager?

Call the Texas Health Steps at 1-877-847-8377 (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).

If you have any questions, call Superior at 1-866-912-6283.

## **Can I choose my baby's Primary Care Provider (PCP) 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 1-866-912-6283.

## How and when can I change my baby's PCP or doctor?

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

If a doctor has not been selected for the baby before birth, you/your daughter will be contacted to select a doctor for her baby. After the baby is thirty (30) days old, you/your child can change the doctor for the baby if she wants a different doctor than the one that she originally chose.

## How do I sign up my newborn baby?

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

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

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

## How and when do I tell my caseworker?

If you/your daughter are in foster care, call your DFPS Caseworker after your/your daughter's baby is born. You DO NOT have to wait until you/your daughter gets her baby's social security number to get the baby signed up.

If you/your daughter have Medicaid for Transitioning Foster Care Youth (MTFCY) or are enrolled in the Former Foster Care Children (FFCC) Program, call Superior Member Services at 1-866-912-6283 when your baby is born.



# 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 1-866-912-6283.

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 current 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.

Doctors can use the following forms to verify eligibility and medical consenters:

- 2085 Form
- Medicaid ID card
- Superior ID card

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

If you or your child need medical care when traveling, call us toll-free at 1-866-912-6283 and we will help you find a doctor.

If you or your child need emergency services while traveling, go to a nearby hospital, then call us toll-free at 1-866-912-6283.

## 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, clinic, or Emergency Room 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.

### ***Important:***

Before you/your child is taken out-of-state, call Superior at 1-866-912-6283 and ask what clinics or hospitals accept the Texas Medicaid Program.

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

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

# 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 1-866-912-6283 (TTY 1-800-735-2989).

You can also call Member Services at 1-866-912-6283 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.

## MEDICAL TRANSPORTATION PROGRAM (MTP)

What is MTP?

MTP is an HHSC program that helps with non-emergency transportation to healthcare appointments for eligible Medicaid clients who have no other transportation options. MTP can help with rides to the doctor, dentist, hospital, drug store and any other place you get Medicaid services.

What services are offered by MTP?

- Passes or tickets for transportation such as mass transit within and between cities.
- Air travel.
- Taxi, wheelchair van and other transportation.
- Mileage reimbursement for enrolled individual transportation participant (ITP). The enrolled ITP can be the responsible party, family member, friend, neighbor, or client.
- Meals at a contracted vendor (such as a hospital cafeteria).
- Lodging at a contracted hotel and motel.
- Attendant services (responsible party such as a parent/guardian, etc., who accompanies the client to a healthcare service).

How to get a ride?

If you live in the counties of Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise, **call LogistiCare.**

- Phone Reservations: 1-855-687-3255
- Phone Ride Help Line: 1-877-564-9834
- Hours: LogistiCare takes requests for routine transportation by phone Monday through Friday from 8:00 a.m. to 5:00 p.m. Routine transportation should be scheduled 48 hours (2 business days) before your appointment.

# Making Care Easier - Help to Access Health Care

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If you live in the counties of Austin, Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jasper, Jefferson, Liberty, Matagorda, Montgomery, Newton, Orange, Polk, San Jacinto, Tyler, Walker, Waller and Wharton, **call MTM.**

- Phone Reservations: 1-855-687-4786
- Where's My Ride: 1-888-513-0706
- Hours: 7:00 a.m. to 6:00 p.m., Monday-Friday. Call 1-855-MTP-HSTN or 1-855-687-4786 at least 48 hours before your visit. If it's less than 48 hours until your appointment and it's not urgent, MTM might ask you to set up your visit at a different date and time.

If you live in any other county, **call MTP.**

- Phone Reservations: 1-877-633-8747.

All requests for transportation services should be made within 2-5 days of your appointment. Exceptions may be authorized in the event of an emergency.

## 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. Call the medical transportation services program at 1-877-633-8747 to learn more.

Because you are a Superior member, we can also help you get to and from non-medical visits such as health education classes or new member orientations. Just call Superior at 1-866-912-6283 between the hours of 8 a.m. and 5 p.m. at least two workdays before the class and we will send you bus tokens (where available).



### Superior Health Tip

If you are having trouble managing your care, Superior has case managers that can help. Just call Member Services at 1-866-912-6283 for help.

# Care Defined

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## What is emergency medical care? How soon should I or my child expect to be seen?

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

Emergency wait time will be based on your medical needs and determined by the emergency facility that is treating you/your child.

## What is post-stabilization care?

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

## What is urgent medical care?

Another type of care is urgent care. There are some injuries and illnesses that are probably not emergencies but can turn into emergencies if they are not treated within 24 hours. Some examples are:

- Minor burns or cuts
- Earaches
- Sore throat
- Muscle sprains/strains

## What should I do if my child or I need urgent medical care?

For urgent care, you should call your doctor's office, even on nights and weekends. Your doctor will tell you what to do. In some cases, your doctor may tell you to go to an urgent care clinic. If your doctor tells you to go to an urgent care clinic, you don't need to call the clinic before going. You need to go to a clinic that takes Superior Medicaid. For help, call us toll-free at 1-866-912-6283. You also can call our 24-hour nurse advice line at 1-866-912-6283 for help with getting the care you need.

## How soon can I expect to be seen?

You should be able to see your doctor within 24 hours for an urgent care appointment. If your doctor tells you to go to an urgent care clinic, you do not need to call the clinic before going. The urgent care clinic must take Superior Medicaid.

## 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 will see you within two to ten weeks (sooner if they can). Children should be seen based on the Texas Health Steps schedule for exams. Go to the Texas Health Steps section on page SH-25 to see the schedule.

**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.

You must see a Superior provider for routine and urgent care. You can always call Superior at 1-866-912-6283 if you need help picking a Superior provider or making an appointment.

# Care Defined

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## What does medically necessary mean?

Medically necessary means:

- (1) For members birth through age 20, the following Texas Health Steps services:
  - (a) screening, vision, dental, 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) Acute care services, other than behavioral health 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) not experimental or investigative; and
  - (g) not primarily for the convenience of the member or provider.
- (3) Behavioral health services that:
  - (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/my child's healthcare benefits? How do I or my child get these services?

Your/your child's doctor will work to make sure you or your child gets the services needed. These services must be given by your/your child's doctor or by a provider your/your child's doctor referred you or your child to. Here is a list of some of the medical services you/your child can get from Superior:

- Doctor visits (for well child care and preventive care for adults, as well as care when you/your child is sick)
- Dental services
- Initial Early Childhood Intervention (ECI) screening
- 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
- Personal Care Services (PCS)

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

- Transportation to doctor visits
- Women, Infants and Children (WIC) services

## What is Early Childhood Intervention?

Early Childhood Intervention (ECI) is a program in Texas for families with children, up to three years old, who have disabilities or problems with development. ECI services are offered at no cost to Superior members.

Services include:

- Evaluation and assessment
- Case Management
- Development of an Individual Family Service Plan (IFSP)
- Translation and interpreter services

# Benefits and Services

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## What are some examples of ECI services?

- Audiology and vision services
- Nursing and nutrition services
- Physical therapy
- Occupational therapy
- Speech-language therapy
- Specialized skills training

## Do I need a referral for this?

Yes, you need a referral to request an evaluation of your child.

## Where do I find an ECI provider?

To find an ECI provider, call Superior at 1-866-912-6283. You may also call the Texas Department of Assistive and Rehabilitative Services at 1-800-628-5115 or visit their website at <https://dmzweb.dars.state.tx.us/prd/citysearch>.

## How does the Patient Protection and Affordable Care Act affect me?

Texas will provide Medicaid benefits to adults under age 26 who were in foster care and receiving Medicaid when they aged out. This program is called the Former Foster Care Children Program (FFCC).

FFCC members will receive health care benefits in one of two programs. These are based on their age:

- Members who are 18-20 years old will continue to get their benefits in the STAR Health program, unless they want to change to a STAR plan.
- Members 21-25 years old will get their Medicaid benefits through a STAR plan of their choice.

The Medicaid for Transitioning Foster Care Youth (MTFCY) and Former Foster Care in Higher Education (FFCHE) programs are still available, but only for those that were not receiving Medicaid when they aged out of foster care.

For questions on eligibility requirements for youth aging out of foster care, please call 2-1-1. If you are calling from outside of Texas, you can also, dial the toll free number at 1-877-541-7905. For TTY access, call 1-877-833-4211.

## 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 1-866-912-6283.

## 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. Members enrolled in Medicaid for Transitioning Foster Care Youth or Former Foster Care in Higher Education will continue to have all STAR Health benefits. 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 Health program or Superior:

- Services or items only for cosmetic purposes.
- First aid supplies.
- 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 1-866-912-6283.



### Superior Health Tip

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

# Special Services

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## Behavioral Health (Mental Health and Chemical Dependency)

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

Behavioral health refers to mental health and substance abuse (alcohol and drug) treatment. If you need help with a behavioral health problem, you should call your doctor or Superior. We have a group of mental health and substance abuse specialists to help you or your child.

You do not have to get a referral from your doctor for these services. Superior will help you find the best provider for you/your child. Call 1-866-912-6283 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 yourself.
- Are troubled by strange thoughts (such as hearing voices).
- Are drinking or using other substances.
- Are having problems at work or at home.
- Seem 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 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 they can work on solving their 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. Call 1-866-912-6283 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 Superior network. If the answer is yes, you do not need to do anything. If the answer is no, call 1-866-912-6283. 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 Superior network, we will work with the provider to keep caring for you/your child until medical records can be transferred to a new Superior doctor.

# Special Services

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## Behavioral Health Services

### What are mental health rehabilitation services and mental health targeted case management? How do I get these services?

These are services that help members with severe mental illness, behavioral or emotional problems. Superior can also help members get better access to care and community support services through Mental Health Targeted Case Management (MH-TCM). To get these services, call 1-866-912-6283.

Superior offers 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 (for members 21 and under).
- 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.

**Note:** Superior wants to help you/your child stay healthy. We need to hear your concerns so that we can make our services better. Call 1-866-912-6283 or, for TTY users, call 1-800-735-2989.

## 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 will work with you to deal with you/your child's physical and mental health or substance abuse treatment giving them the best care they need.

## Eye Care

### How do I get eye care services for myself/my child?

You/your child can get an eye exam once a year (more if you/your eyesight changes a lot). They can get glasses once every two years (more if you/your eye sight changes a lot). You can also get you/your child's glasses replaced as often as you need to if they lose them or break them. Call Envolve Vision Services, Superior's vision provider at 1-866-642-8959 to find out how.

You/your child do not need a referral from you/your doctor to see the eye doctor for routine eye care. Some eye doctors can also treat you/your child for eye diseases that do not need surgery. You can get these eye care services from Envolve Vision Services. To pick an eye doctor, call Superior at 1-866-912-6283 or Envolve Vision Services at 1-866-642-8959.



# Special Services

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## Dental Care

### How do I get dental services?

You/Your child should get regular dental checkups. Regular dental checkups make sure the teeth and gums are healthy. Dental checkups need to start at age six months and repeat every six months after that. Your child can go to any DentaQuest dentist for a checkup. You do not need a referral for regular dental checkups or other dental services. To pick a dentist in your area or if you need help making a visit, call DentaQuest at 1-888-308-4766.

## Special Health Care Needs

### 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 1-866-912-6283. 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.
- Will follow your/your child's progress and make sure you are getting the care you need.
- Answer your health care questions.

## Community First Choice

Community First Choice (CFC) is a Medicaid benefit that provides services for people with Intellectual and Developmental Disabilities (IDD) and/or physical disabilities. You need to meet requirements for institutional level of care from a facility like a nursing home, intermediate care facility or institution for mental disease. You may be able to get these services if you live in a community-based home.

CFC helps members with daily living needs. CFC services include:

- Personal Attendant Services (PAS): Help with daily living activities and health-related tasks.
- Habilitation: Services to help learn new skills and care for yourself.
- Emergency Response Services (ERS): Help if you live alone or are alone for most of the day.
- Support Management: Training on how to select, manage and dismiss attendants.

Your Superior Service Coordinator will be able to help schedule an assessment for CFC if you think you need these services. For more information, you can call Member Services at 1-866-912-6283.

# Special Services

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## Personal Care Services

Superior provides Personal Care Services (PCS) as part of our STAR Health benefits. This means you/your child will keep getting the same help with:

- Bathing
- Getting dressed
- Making food
- Cleaning
- And other great services

### ***Important:***

If you/your child are receiving PCS services through a Texas Department of Aging and Disability Services (DADS) waiver program, PCS will continue to be provided through DADS.

## What are abuse, neglect and exploitation?

If you are receiving Personal Care Services or other Long Term Services and Supports (LTSS), Superior wants to make sure you are not abused, neglected or exploited. This might include:

- Mental, emotional, physical or sexual injury.
- Failure to provide food, clothing, shelter and/or medical care
- Leaving you or your loved one in a situation where he or she is at risk of harm.
- Intentional misuse of resources for profit. This includes taking Social Security or SSI (Supplemental Security Income) checks, abusing a joint checking account and taking property.

## How do I report abuse, neglect or exploitation?

If you need to report abuse, neglect or exploitation, call DADS at 1-800-458-9858 or the Texas Department of Family and Protective Services (DFPS) at 1-800-252-5400.

## Other Services

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

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

- Medical Transportation Service
- DARS Division of Blind Services
- Public Health Departments
- The Texas Department of Aging and Disability Services (DADS)

To learn more about these services, call Superior at 1-866-912-6283.

## 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.

# Family Planning

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Where do I find a family planning services provider? Do I need a referral for this?

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 1-866-912-6283 for help in finding a family planning provider. You do not need a referral from your doctor to seek family planning services.



## Superior Health Tip

If you are having trouble managing your/your child's care, Superior has case managers that can help. Just call Member Services at 1-866-912-6283 for help.

# Texas Health Steps

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

Texas Health Steps provides free regular medical and dental checkups for infants, children, teens and young adults with Medicaid. It also offers other services like vaccines and vision and hearing screenings.

Texas Health Steps helps to:

- Find and treat your child's medical and dental problems early.
- Make sure your child gets their vaccines.
- Give health education to keep your child healthy.

During a Texas Health Steps medical checkup, the doctor will look at your child from head to toe, checking for health problems you may not know about. The doctor will also see if your child is growing and developing like other children their age. These checkups can help catch health problems before they get worse and are harder to treat.

**Important:** STAR Health members who are 20 years old and younger need to have a checkup within 30 days and a dental checkup within 60 days of joining the STAR Health program.

## How and when do I get Texas Health Steps medical and dental 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  |            |

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 age six months and every six 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 1-866-912-6283. You can also call DentaQuest, Superior's dental provider at 1-888-308-4766. 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.

# Texas Health Steps

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## 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 setup 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 1-866-912-6283. 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.

## What if I need to cancel my 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 1-866-912-6283. They will help you set up a visit with your doctor as soon as you get home.

# Pharmacy Services

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## What are my/my child's prescription drug benefits?

You get unlimited prescriptions through your STAR Health coverage if you go to a pharmacy that takes Superior members. There are some medications that may not be covered through STAR Health. A Superior 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 or your child 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. If you have trouble getting your medicines, please call Member Services at 1-866-912-6283. Please call Member Services while you are still at the pharmacy.

## 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 1-866-912-6283 to learn more about mail order or to find a pharmacy that may offer home delivery service in your area.

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

Prescriptions for members are provided through drug stores contracted with Superior. You can get your prescriptions filled at most drug stores in Texas, including CVS, HEB, Randall's, Target, Walgreens, Walmart, as well as many other pharmacies. If you need help finding a drug store, call Superior at 1-866-912-6283. A list is also available online at: [SuperiorHealthPlan.com](http://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?

Superior 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 at 1-866-912-6283, and 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 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 at 1-866-912-6283, 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 or your child's medication. Call Superior at 1-866-912-6283 for help with your medications and refills.



# Pharmacy Services

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## What if I need Durable Medical Equipment (DME) or other products normally found in 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 1-866-912-6283 for more information about these benefits.



### Superior Health Tip

Medicines 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 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 your medicine or take someone else's medicine.

# Bonus Benefits and Services

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What extra benefits and services does a member of Superior HealthPlan get? How do I or my child get these?

Now that you/your child are a member of Superior, you are able to get value-added services such as:

- Expanded vision benefits providing prescription glasses or \$100 towards the cost of any features or frames not covered by Medicaid.
- \$30 every 3 months for over-the-counter medications through a mail order program.
- Small cash grants, called Care Grants, that may be used for items like art supplies, clothing or other personal items.
- CentAccount®, a program offering rewards dollars for members who complete wellness visits, dental checkups and other health screenings for members ages 18 through 21 years old.
- Boys and Girls Club Membership for members ages 6 through 18 years old.
- Sports or camp physicals for members ages 4 to 18 years old.

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 1-866-912-6283.

## **Remember:**

If you have any questions on what is or what is not a covered service, call Superior at 1-866-912-6283.

## How does the CentAccount® program work?

Former foster care members ages 18 through 21 can participate in the CentAccount® adolescent to adult (a2A) Program if they remain a member of STAR Health once they turn 18 years old. With the a2A Program members can receive monetary rewards for completing specific behaviors that will help you/your child stay healthy. Rewards include:

- Texas Health Steps exam \$25
- Texas Health Steps dental exam \$30
- Complete general health screening \$10
- Flu shot \$20
- Well woman exam (for eligible members) \$20

For more information, contact Member Services at 1-866-912-6283.

## 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
- The STAR Health Program
- Transportation services
- How to use Superior services
- How to use your/your child's member handbook
- Texas Health Steps
- Preventive, urgent and emergent care
- Visits to specialists
- Complaint and appeal procedures

Superior Connections can give you resources to help you get food, housing, clothing and utility services. To learn more or to see what classes are being offered at this time, please call Superior at 1-866-912-6283.

# Bonus Benefits and Services

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## 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:

- Start Smart for Your Baby Program - A special program for pregnant women that includes education classes, service management and baby showers.

## Health education classes offered by other agencies

Superior will also let you know about other health education classes offered within the community that can help you and your family. Some community health education programs are:

- Youth diabetes education classes
- Youth asthma education classes
- Nutrition classes for the whole family
- CPR classes
- Healthy diet classes

If you need extra help because you are pregnant or if you or your child has asthma or another serious medical condition, call Superior at 1-866-912-6283. They will refer you to Superior's service management program. It has registered nurses who can help you manage your (or your child's) illness. The nurses will work with you and your doctor(s) to coordinate your care and make sure you have what you need to help keep you healthy.

## Asthma Program

If you or your child has asthma, Superior has 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
- Coughs a lot, especially at night

Call Superior at 1-866-912-6283 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 and Services

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## What is Service Coordination? What will a Service Coordinator do for me?

Service Coordination is a special kind of care management that is done by a Superior Service Coordinator. A Service Coordinator will work with you to:

- Identify your needs.
- Work with you, your family or community supports, your doctor(s) and other providers to develop a service plan.
- Help make sure you receive your services on time.
- Make sure you have a choice of providers and access to covered services.
- Coordinate Superior-covered services with social and community support services.

Superior wants you to be safe and healthy, to be involved in your service plan, and to live where you pick. We will assign a Service Coordinator to any Superior STAR Health member who asks for one. We will also offer a Service Coordinator to Superior members if a review of your needs for health and support services shows that they might be able to help.

## How can I talk to a Service Coordinator?

If you would like to speak with a Superior Service Coordinator, call 1-866-912-6283.

## How often will I talk with a Service Coordinator?

You will receive a letter in the mail from your Service Coordinator. The letter will detail how often and what type of contact you will have, based on your health care needs. It will also give you the name and direct phone number of your coordinator. If you would like Service Coordination, or have questions, please call 1-866-912-6283.

## What other resources are available for STAR Health members?

STAR Health members have access to many resources on the STAR Health website, [www.FosterCareTX.com](http://www.FosterCareTX.com). These include:

- Quarterly online member newsletter with general health and benefit information.
- Trainings for caregivers and youth who are between the ages of 18 and 21.
- Help finding a provider.
- Community resource guides, offering information about local services such as transportation, nutrition and employment.



### Superior Health Tip

Asthma is one of the most common chronic diseases of childhood. Your doctor can help you keep it under control.

# Advance Directives

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This section applies to young adults 18 years and older only.

## 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 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 1-866-912-6283 and we will help you get one.

## 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.

# Medical Bills

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## What do I do if I get a bill from my doctor? Who do I call?

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 1-866-912-6283.

### What information will they need?

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

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.

Remember:

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



### Superior Health Tip

If you have asthma, ask your doctor about making an asthma action plan. This plan can help you manage your asthma by telling you:

- When and how to get help if you have an attack.
- When and how to take your medicine.
- When you should get checkups.
- Better ways to eat and stay fit.
- Ways to clean your house to lessen your symptoms.



# Complaints and Complaint Appeals

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## What is a complaint?

A complaint is when you write or call Superior to say you are not happy with your health plan, Provider or services. You may file a complaint with Superior if you are not happy with the medical care you receive, have trouble getting an appointment, or someone treats you rudely.

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

Superior understands you may not always be happy with the care you receive. We want to help.

If you have a complaint about a provider or if you want to appeal an action, call Superior at 1-866-912-6283. A Superior Member Services Advocate can help you file a complaint. Most of the time, we can help you right away or within a few days.

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

A Superior Members Services Advocate can help you file a complaint. Just call 1-866-912-6283 (Relay Texas 1-800-735-2989). You can also file a complaint online at:

<http://www.superiorhealthplan.com/contact-us/complaint-hotline/complaint-form/>.

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

Most of the time, we can help you right away or within a few days. Superior will have a written answer to your complaint within 30 days.

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

If you are not happy with Superior's answer 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.

You can ask for a complaint appeal by calling Superior Member Services at 1-866-912-6283. You can also ask for a complaint appeal in writing.

Mail or fax the complaint to:

Superior HealthPlan  
Attn.: Member Services  
5900 E. Ben White Blvd.  
Austin, TX 78741  
Fax: 1-866-683-5369

The panel will meet with you and give you a final answer to your complaint. It may take up to thirty (30) days after receiving your written request.

# Complaints and Complaint Appeals

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## 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 complaint 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 in an email to [HPM\\_Complaints@hhsc.state.tx.us](mailto:HPM_Complaints@hhsc.state.tx.us).

## 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).

# Medical Pre-appeals and Continued Services

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## What is a pre-appeal?

When your/your child's doctor asks for services that may not be medically necessary, Superior will start a review called a pre-appeal. Before Superior denies or reduces a service, we will talk to your/your child's doctor, Medical Consenter or DFPS Caseworker.

Superior's medical director will ask your/your child's doctor questions about the services needed. Your/your child's doctor, Medical Consenter or DFPS Caseworker may have new information that can help approve services.

Superior will tell the Medical Consenter and the DFPS Caseworker what is happening with the request while it is being reviewed.

**As a Superior member, your/your child's doctor will file a pre-appeal for you.**

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

Superior will send you a letter if a service was denied or reduced. If you do not agree with the decision, you may file an appeal with Superior. You may also ask for a fair hearing with the Texas Health and Human Services Commission (HHSC) by contacting the Superior Fair Hearings Coordinator.

## How can I ask for continued services?

If you are or your child is receiving a service that was denied, reduced or is on hold, you must file an appeal with Superior on or before the later date of:

- 10 days after Superior's mailing of the denial letter (10 days from the postage stamp date on the envelope); or
- On the expected date of the suggested action.

Superior will still provide 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 reduced that was approved before; and
- Your appeal is for a service that a Superior-approved provider asked for.

Call Superior Member Services at 1-866-912-6283 for more information.

Superior understands you may not always agree with an action to deny or reduce services. We want to help.

# Actions, Appeals and Expedited Appeals

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## What is an action?

An action is when Superior denies or reduces a medical service. Examples of other actions are:

- When payment for services is denied or reduced.
- When services are not approved in a fair amount of time.
- When services are requested by a provider who is not approved by Superior.

## What is an appeal?

An appeal is when you ask Superior to review an action you do not agree with. The appeal may take up to 30 days. Superior may decide to keep or change the action.

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

You have the right to appeal Superior's decision if Medicaid-covered services were denied based on lack of medical need. You can appeal this action if you think Superior:

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

You, your/your child's doctor, DFPS Caseworker, and/or Medical Consenter can appeal an action on your/your child's behalf.

## What should I do if I want to appeal an action? Who do I call?

You can ask for an appeal by calling Superior's Appeals Coordinator at 1-877-398-9461. To ask for an appeal in writing, please send it to this address or fax it to the number below:

Superior HealthPlan  
Attn.: Appeals & Fair Hearings Coordinator  
5900 E. Ben White Blvd.  
Austin, TX 78741  
Fax: 1-866-918-2266

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

A Superior Member Services Advocate can help you file an appeal. Just call 1-866-912-6283.

## How long does the appeal process take?

You have thirty (30) days from the date of the denial letter to appeal the action. Superior will start your appeal within five days of getting it and finish it within 30 days. This process can be extended up to fourteen (14) days if you ask for an extension. If it takes more time to get facts about the service you asked for, you will get a letter with the reason for the wait.

# Actions, Appeals and Expedited Appeals

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## Does my request have to be in writing?

You can call us if you want to appeal an action. You must follow up with a request in writing. 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. If the 30-day wait for an appeal is too long, you can ask for an expedited appeal.

## How do I ask for an expedited appeal?

You can ask for an expedited appeal by calling Superior's Appeal Coordinator at 1-877-398-9461.

To ask for an expedited appeal in writing, please send it to this address or fax it to the number below:

Superior HealthPlan  
Attn.: Appeals & Fair Hearings Coordinator  
5900 E. Ben White Blvd.  
Austin, TX 78741  
Fax: 1-866-918-2266

If your appeal is about an ongoing emergency or a continued hospital stay, Superior will decide on your expedited appeal within one business day. Superior will decide on other expedited appeals within three days.

## Who can help me file an expedited appeal?

Superior's Member Advocate can help you file an appeal or ask for an expedited appeal. You can call the Member Advocate at 1-866-912-6283. You, your/your child's doctor, DFPS Caseworker and/or Medical Consenter can appeal an action on your/your child's behalf.

## What happens if Superior denies the request for an expedited appeal?

If Superior thinks your appeal does not need to be rushed, we will let you know right away. The appeal will still go through a review, but the decision may take up to 30 days.

## What can I do if Superior denies the expedited appeal?

If Superior denies the expedited appeal and your condition is an emergency, you can still file an appeal with Superior.

# Fair Hearings

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## What is a State Fair Hearing?

If you, as a member of Superior HealthPlan, disagree with the health plan's decision, you have the right to ask for a fair hearing. A fair hearing is a meeting with a representative of HHSC.

## If I am not satisfied with the result of an action or appeal, who else can I contact?

If you disagree with your health plan's decision about an action or appeal, you have a right to ask for a fair hearing. You can request a State Fair Hearing any time during or after Superior's appeals process.

## When can I ask for a fair hearing?

If you want to challenge a decision made by your health plan, you or your representative must ask for the fair hearing within 90 days of the date on the health plan's letter with the decision. If you do not ask for the fair hearing within 90 days, you may lose your right to a fair hearing.

You may also ask for a hearing if your health plan does not answer your request for services in a fair amount of time.

## Can I have someone represent me at the fair hearing?

You may name someone to represent you by writing a letter to the health plan telling them the name of the person you want representing you. If you want someone else to represent you, write a letter to Superior telling us who the person is. Your doctor, Medical Consenter or DFPS Caseworker may be your representative.

## How do I ask for a fair hearing?

You can ask for a fair hearing from HHSC by calling Superior's Fair Hearings Coordinator at 1-877-398-9461.

To ask for a fair hearing in writing, please send it to this address or fax it to the number below:

Superior HealthPlan  
Attn.: Appeals & Fair Hearings Coordinator  
5900 E. Ben White Blvd.  
Austin, TX 78741  
Fax: 1-866-918-2266

## Will I have continued medical services during the fair hearing?

You have the right to continue getting a service that was denied or reduced. To continue services, you must ask for a fair hearing by the later date of:

- 10 days from the date you get Superior's decision letter, or
- The day Superior's letter says your service will be reduced or end.

If you do not ask for a fair hearing by this date, the service will end on the expected date of suggested action.

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 happen by telephone. At that time, you or your representative can tell them why you need the service that Superior denied.

HHSC will give you a final decision within 90 days of the date you asked for the hearing.



# Rights and Responsibilities

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## What are my/my child's 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 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 Primary Care Provider (PCP). 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 provider in a reasonably easy manner. That includes the right to be told of how to choose and change your PCP.
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 Star Health health plan and through Medicaid, and get a timely response to complaints, appeals and fair hearings. That includes the right to:
  - a) Make a complaint to the Star Health health plan or to the state Medicaid program about your health care, your provider or the Star Health health plan.
  - b) Get a timely answer to your complaint.
  - c) Use the HHSC claims administrator and Star Health plans 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.
  - 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.

# Rights and Responsibilities

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8. You have a right to know that doctors, hospitals, and others who care for your child can advise you about your child's 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 the right to know that you are not responsible for paying for covered services. Doctors, hospitals, and others cannot require you to pay co-payments or any other amounts for covered services.

## **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 don't know your rights.
2. You must abide by the STAR Health health plan's and Medicaid's policies and procedures. That includes the responsibility to:
  - a. Learn and follow the STAR Health health plan's rules and Medicaid rules.
  - b. Choose a Primary Care Provider (PCP) quickly;
  - c. Make any changes in your PCP in the ways established by Medicaid and by the STAR Health health plan.
  - d. Keep your scheduled appointments.
  - e. Cancel appointments in advance when you can not keep them.
  - f. Always contact your PCP first for your non-emergency medical needs.
  - g. Be sure to have approval from your PCP 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 PCP and learn about service and treatment options. That includes the responsibility to:
  - a. Tell your PCP 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 comply with Electronic Visit Verification (EVV) requirements if you receive services delivered by an attendant or nursing services by allowing the attendant to use your telephone to call a toll-free number when he or she starts and ends work, or allow the attendant to use alternate devices when he or she starts and ends work.
5. 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.
  - d. Treat providers and staff with respect.
  - e. Talk to your providers about all of your medications.

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

# Rights and Responsibilities

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## **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, qualifications, and languages spoken (other than English) 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 (PCP) 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 review 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 1-866-912-6283. 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.

# Waste, Fraud and Abuse

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

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, fraud or abuse, 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, fraud or abuse, choose one of the following:**

- Call the OIG Hotline at 1-800-436-6184 or
- Visit <https://oig.hhsc.state.tx.us/> and pick "Click Here to Report Waste, Fraud or Abuse" to complete the online form.
- You can report directly to your health plan:  
Superior HealthPlan  
5900 E. Ben White Blvd.  
Austin, TX 78741  
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, physical therapist, pharmacist, etc.);
- Names and the number of other witnesses who can help in the investigation;
- Dates of events; and
- 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; and
- Specific details about the waste, fraud or abuse.

# Notes

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5900 E. Ben White Blvd.  
Austin, TX 78741

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