



superior
healthplan™

Emergency Response System (ERS) & Home Delivered Meals (HDM)

Who is Superior HealthPlan?



- A subsidiary of Centene Corporation located in St. Louis, MO.
- Has held a contract with HHSC since December 1999.
- Provides programs in various counties across the State of Texas. Programs include STAR, STAR+PLUS, CHIP, STAR Health (Foster Care), STAR+PLUS Medicare-Medicaid Plan (MMP), Medicare Advantage, and Ambetter from Superior HealthPlan.
- Manages healthcare for over 900,000 Members across Texas.

Verify Eligibility



- Superior HealthPlan Secure Web Portal:
www.SuperiorHealthPlan.com
- “Your Texas Benefits” Medicaid Card
- TexMedConnect:
http://www.tmhp.com/Pages/EDI/EDI_TexMedConnect.aspx
- Superior HealthPlan Member Identification (ID) Card
- Member Services: 1-866-516-4501

This is where your name appears.

This is your Medicaid ID number.

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

Your Texas Benefits
Health and Human Services Commission

Medicaid ID Card

Member name:
Your name goes here

Member ID (Medicaid ID):
999999999

Issuer ID: (80840)
999999999

RxBIN: 001111
RxPCN: ADV
RxGRP: RX1234

Your Health Plan goes here:

Date card sent:
08/01/2011

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

Drug stores use these numbers.

This is the date your card was sent to you.

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

Call this number if you need help using this card.

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

Need Help? ¿Necesita Ayuda?

1-800-252-8263

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

www.YourTexasBenefits.com

TX-CA-0411

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

Go to this website to learn more about this card.

Member ID Cards



- The Member ID Cards contain at least the following information:
 - Member name
 - Primary Care Provider
 - Prescription information
 - Program eligibility
 - Superior HealthPlan contact information
- Copies of the ID Card can be found in the Superior Provider Manual.

Service Coordination



- Single point of contact for the Member
- Reviews assessments and develops a plan of care utilizing input from the Member, family and providers
- Coordinates with the Member's PCP, specialist and LTSS Providers to ensure the Member's health and safety needs are met in the least restrictive setting
- Refers Member to support services such as disease management and community resources

Service Coordination



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- Authorizes Long Term Services & Supports (LTSS)
- Utilizes a multidisciplinary approach in meeting Members needs
- Conducts mandatory telephonic or face to face contacts
- Service Coordinator Member caseloads are assigned by mixed model

Locating Member's Service Coordinator



- Find the name and phone number of the assigned Service Coordinator through the secured Provider web portal
 - The assigned Service Coordinator and phone number is displayed on the Eligibility Overview page under Care Gaps for each specific member.
- For questions, call Service Coordination: 1-877-277-9772

Community First Choice (CFC)



- CFC is part of Senate Bill 7 from the 2013 Texas Legislature requiring HHSC to put in place a cost-effective option for attendant and habilitation services for people with disabilities.
- Starting June 1, 2015, CFC Services are available for STAR+PLUS Members who:
 - Need help with activities of daily living (dressing, bathing, eating, etc.).
 - Need an institutional level of care (Intermediate Care Facility for Individuals with an Intellectual Disability or Related conditions (ICF/IID), nursing facility (NF) or Institution for Mental Disease (IMD)).
 - Currently receive personal attendant services (PAS).
 - Are individuals on the waiver interest list or are already getting services through a 1915 (c) waiver.
- CFC will include PAS, Habilitation, Emergency Response Services* and Support Management.

LTSS Service Authorizations



- All authorizations for LTSS services are obtained through the Service Coordination Department
- A member's specific Service Coordinator's name can be seen when a member's eligibility is confirmed through the Superior's web portal
- Speak to a Service Coordinator, call 1-877-277-9772
- Prior Authorization Form should be faxed to:
 - STAR+PLUS – 1-866-895-7856
 - STAR+PLUS MMP – 1-855-277-5700

Authorization Specifics



- Services for Members are initiated as the need is identified through the following avenues:
 - The Member's Service Coordinator
 - The Provider, Hospital or Nursing Facility discharge planner
 - Medical Necessity Level of Care Assessment (waiver specific)
- To initiate pre-authorization requests or to implement any change to an authorization, Providers may call the Service Coordination department or fax a 2067 Form.
- ERS and HDM are a STAR+PLUS waiver benefit but may be approved by a Service Coordinator for non-waiver Members.

Billing Requirements



- Place of Service Code:
 - 12
- Procedure Codes:
 - ERS: S5161
 - ERS Installation & Testing: S5160
 - HDM: S5170 (Monthly service)
- Taxonomy Codes:
 - ERS: 333300000X
 - HDM: 332U00000X
- Units:
 - 1 unit = 1 month for ERS
 - 1 unit = 1 unit per service for installation & testing ERS
 - 1 unit = 1 meal for HDM
- Must use appropriate modifiers as found on the LTSS Billing Matrix.
- If Provider bills less than contracted amount, the claim will be eligible for reimbursement at the lesser of billed charges.

Provider Portal & Website



Provider Portal:

- Secure.
- Provides up-to-date member eligibility and Service Coordinator assignment.
- Has a secure claim submission portal you can submit claims at no cost!
- Provides a claim wizard tool that walks you through filling in a claim to submit online.
- Provides claim status and payment information.
- Allows you to request and check the status of an acute care authorization.

Public Site:

- Contains our Provider Directory and on-line lookup.
- Has a map where you could easily identify the office of the field Provider Relations Specialist assigned to you.
- Contains an archive of Provider Manuals, newsletters, bulletins, forms, and links to important sites to keep you up to date on any new changes that may affect you.

Provider Training



- Superior offers billing presentations and product specific trainings. Other topics include:
 - Electronic Visit Verification
 - Provider Portal Training
 - LTSS Billing Clinics
 - STAR+PLUS
 - STAR+PLUS MMP
- You can find the training schedule on our website at www.SuperiorHealthPlan.com in the Provider Resources section.

We encourage you to join us!