



## Adult Foster Care & Assisted Living (AL)

# 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

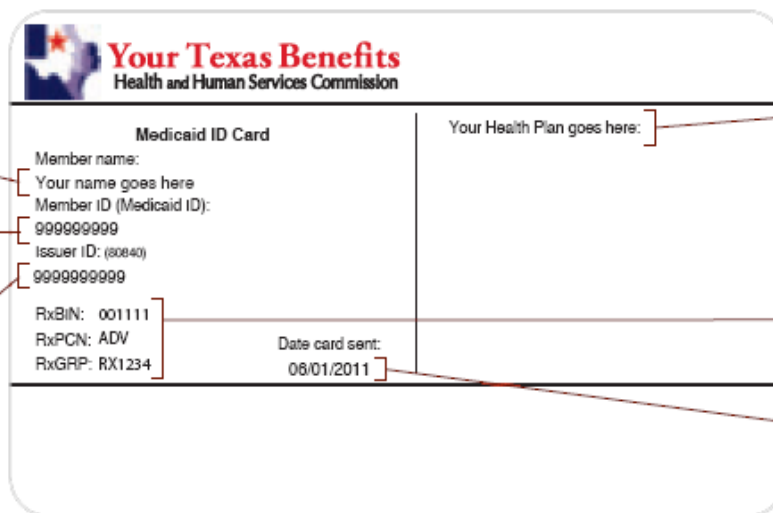


- Superior HealthPlan Secure Provider Portal:  
[www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com)
- “Your Texas Benefits” Medicaid Card
- TexMedConnect:  
[http://www.tmhp.com/Pages/EDI/EDI\\_TexMedConnect.aspx](http://www.tmhp.com/Pages/EDI/EDI_TexMedConnect.aspx)
- Superior HealthPlan Member Identification (ID) Card
- Member Services: 1-877-277-9772

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.



The image shows the front of a Texas Medicaid ID Card. At the top left is the Texas state flag logo. To its right is the text "Your Texas Benefits" in red, with "Health and Human Services Commission" in black below it. The card is divided into two main sections. The left section is titled "Medicaid ID Card" and contains the following information: "Member name:" followed by a bracketed area labeled "Your name goes here"; "Member ID (Medicaid ID):" followed by the number "999999999"; "Issuer ID: (80840)" followed by the number "999999999"; "RxBIN: 001111"; "RxPCN: ADV"; and "RxGRP: RX1234". The right section is titled "Your Health Plan goes here:" followed by a large bracketed area. At the bottom right of the card, it says "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.



The image shows the back of the Texas Medicaid ID Card. At the top, it says "This card does not guarantee eligibility." in English and "La tarjeta no garantiza la elegibilidad." in Spanish. Below this is a black magnetic strip. Under the strip, it says "Need Help?" in English and "¿Necesita Ayuda?" in Spanish. Below that is the phone number "1-800-252-8263". At the bottom, it says "Questions about your doctor? Call your health plan." in English and "¿Preguntas sobre su doctor? Llame su plan de salud." in Spanish. At the very bottom is the website "www.YourTexasBenefits.com". In the bottom right corner, there is a small code "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



- 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 Secure Provider 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



# 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 Secure Provider 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 are initiated as the need is identified by 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 any changes to an authorization, Providers may call the Service Coordination department or fax a 2067 Form
- Any applicable copay is determined by the STAR+PLUS Support Unit and provided to Superior. The Provider is responsible to collect room & board and copays from the Member or their representative

# Billing Requirements



- Place of Service Codes:
  - AFC: 12
  - Assisted Living/Residential Care: 13
- Procedure Codes:
  - AFC: S5140
  - Assisted Living/Residential Care: T2031
- Taxonomy Codes:
  - AFC: 311ZA0620X: Adult Foster Care
  - Assisted Living/Residential Care: 310400000X
- Units = 1 Day
- 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



## Superior's Secure 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:
  - Provider Portal Training
  - LTSS Billing Clinics
  - STAR+PLUS
  - STAR+PLUS MMP
- You can find the training schedule on our website at [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com) in the Provider Resources section.

We encourage you to join us!