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# STAR Kids

*Provider Training*

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# Introductions & Agenda



- Presenter Introductions
- STAR Kids Benefits
- Provider Roles & Responsibilities
- Health Home
- Texas Health Steps Program
- Service Coordination
- Prior Authorization
- Pharmacy Benefits
- Quality Improvement
- Fraud, Waste & Abuse
- Abuse, Neglect & Exploitation
- Medicaid Action, Appeals & Fair Hearings
- Claims and Payment Processing
- Provider Web Portal
- Superior Departments

# Who is Superior HealthPlan?



- Superior, a subsidiary of Centene Corporation, manages health care for Medicaid and CHIP members across Texas.
- Superior has been a contracted managed care organization (MCO) for the Medicaid managed care program (STAR program) since December 1999.
- Superior provides Medicaid and CHIP programs in contracted Health and Human Services Commission (HHSC) Service Areas throughout the state. These programs include:
  - STAR
  - STAR+PLUS
  - STAR Kids
  - CHIP
  - STAR Health (Foster Care)
  - STAR+PLUS Medicare-Medicaid Plan (MMP)



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STAR Kids 101

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# STAR Kids Background



- Senate Bill 7, 83rd Legislature, 2013:
  - Directed HHSC to establish a mandatory, managed care program tailored to provide Medicaid benefits to children and young adults with disabilities (STAR Kids).
  - Requires inclusion of the Medically Dependent Children Program (MDCP).
- Mission:
  - Enable STAR Kids members to live and thrive in a setting that maximizes their health, safety and overall well-being.

# STAR Kids Implementation



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- Implementation date - November 1, 2016
- Statewide program
- Estimated statewide enrollment - 180,000

# STAR Kids Eligibility



- Medicaid populations who must participate in STAR Kids include children and young adults age 20 and younger who receive:
  - Social Security Income (SSI) and SSI-related Medicaid.
  - SSI and Medicare.
  - Medically Dependent Children (MDCP) waiver services.
  - State plan services and coordination only for:
    - Youth Empowerment Services (YES) waiver services.
    - IDD waiver services (e.g., CLASS, DBMD, HCBS, TxHmL).
    - Who reside in community-based ICF-IID or in Nursing Facilities (NF).

# STAR Kids Excluded Population



- Individuals excluded from participating in STAR Kids include:
  - Medicaid eligible age 21 or older.
  - Children and young adults age 20 and younger enrolled in STAR Health or receiving adoption assistance or adoption services\*.
  - Children and young adults age 20 and younger who reside in the Truman Smith Children's Care Center.

\*After September 1, 2017, individuals receiving adoption assistance or adoption services may be eligible for STAR Kids.





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# STAR Kids Medicaid Managed Care Benefits

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# STAR Kids Program Benefits



- Include, but are not limited to:
  - Medical and Surgical Services
  - Hospital Services
  - Texas Health Steps
  - Transplants
  - Prescriptions (Unlimited)
  - Therapy - Physical, Speech, Occupational.
  - Durable Medical Equipment (DME)
  - Dental and Vision Services
  - Mental and Behavioral Health Services
    - Mental Health Rehabilitation Services
    - Mental Health Targeted Case Management
  - Maternity Services
  - Long Term Services and Supports (LTSS)
  - Telemonitoring, Telehealth and Telemedicine Services

# STAR Kids LTSS Services



- LTSS services available to STAR Kids members:
  - Private Duty Nursing (PDN)
  - Personal Care Services (PCS)
  - Community First Choice (CFC)
  - Day Activity Health Services (DAHS)

# Private Duty Nursing



- PDN services include nursing and caregiver training and education, and must be available to all members determined eligible through the STAR Kids Screening and Assessment Instrument (SK-SAI).

# Personal Care Services



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- PCS must be available to members who require assistance with activities of daily living (ADLs), instrumental activities of daily living (IADLs) or health maintenance activities (HMAs) because of a physical, cognitive or behavioral limitation related to the member's disability or chronic health condition, and PCS services must be authorized through the SK-SAI.

# Community First Choice



- Community First Choice (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.
- CFC Services are available for STAR Kids 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) or Institution for Mental Disease (IMD)).
  - Currently receive PCS.
  - Are individuals on the waiver interest list or are already getting services through a 1915 (c) waiver.

# Community First Choice



- CFC will include PCS, Habilitation, Emergency Response Services and Support Management.
- CFC assessments will be conducted by Superior.
- If the PCP determines that a member should receive a CFC service or needs an authorization, PCPs should call Service Coordination at 1-800-218-7508 and request an assessment.
- CFC services should be billed directly to Superior on paper, through the Secure Web Portal or your clearinghouse.
- Use appropriate procedure codes and modifiers as outlined in the billing matrix found in the Uniformed Manage Care Manual.

# Day Activity Health Services



- DAHS includes nursing and personal care services, therapy extension services, nutrition services, transportation services and other supportive services for members, age 18 - 20.



# Types of Waivers



- Medicaid 1915(c) waiver programs include:
  - Home and Community-Based Services (HCBS)
  - Community Living Assistance and Support Services (CLASS)
  - Deaf-Blind with Multiple Disabilities (DBMD)
  - Medically Dependent Children Program (MDCP)
  - Texas Home Living (TxHmL)
  - Youth Empowerment Services (YES)

# Home and Community-Based Services Waiver



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- Provides individualized services to individuals who qualify for ICF/IID level of care.
- Services include adaptive aids, minor home modifications, dental treatment, nursing, supported home living, respite, day habilitation, residential services, employment assistance, supported employment and professional therapies.
- Professional therapies include physical therapy, occupational therapy, speech and language pathology, audiology, social work, behavioral support, dietary services and cognitive rehabilitation therapy.
- Financial management services and support consultation are available to individuals who use the consumer-directed services option.

# Community Living and Assistance Support Services (CLASS) Waiver



- Provides home and community-based services to persons having a diagnosis of a “related condition” by a licensed physician qualifying them for placement in an ICF/IID.
  - A related condition is a disability other than an intellectual disability (ID) or mental illness which originates before age 22, and is found to be closely related to the ID because the condition substantially limits life activity; similar to that of individuals with an ID and requires treatment or services similar to those required for individuals with an ID.

# CLASS Services



- Services available to individuals receiving CLASS waivers include:

Case Management	Prevocational Services	Residential Habilitation	Respite (in-home and out-of-home)
Employment Assistance	Supported Employment	Adaptive Aids/Medical Supplies	Dental Treatment Services
Occupational Therapy	Physical Therapy	Prescriptions	Skilled Nursing
Speech & Language Pathology	Behavioral Support	Minor Home Modifications	Specialized Therapies
Support Family Services	Continued Family Services	Transition Assistance Services	

- Financial management services and support consultation are available to individuals who use the consumer-directed services option.

# Deaf, Blind, Multiple Disability (DBMD) Waiver



- Provides home and community-based services as an alternative to residing in an Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) to people of all ages who are deaf, blind, or have a condition that will result in deaf-blindness and who have an additional disability.
- Services available to individuals receiving the DBMD waiver include:

Case Management	Day Habilitation	Residential Habilitation	Respite
Supported Employment	Prescriptions	Financial Management Services	Adaptive Aids/Medical Supplies
Assisted Living	Audiology Services	Behavioral Support	Chore Services
Dental Treatment	Dietary Services	Employment Assistance	Intervener
Minor Home Modifications	Nursing	Orientation & Mobility	Physical, Speech, Hearing & Language Therapy
Transition Assistance Services			

- Support consultation is also available to individuals who use the consumer-directed services option.

# Medically Dependent Children Program (MDCP) Waiver



- Available to members who meet income, resource and medical necessity requirements for nursing facility level of care, include services unavailable under the state plan, as a cost-effective alternative to living in a nursing facility.
- Support families caring for children and young adults who are medically dependent.
- Encourage de-institutionalization of children in a nursing facility.
- MDCP waiver services:
  - Adaptive aids
  - Minor home modifications
  - Transition assistance services
  - Employment Assistance\*
  - Flexible family support services\*
  - Financial management services\*
  - Respite services\*
  - Supported employment\*

*\*These services are available through the Consumer Directed Services (CDS) Option.*

# Texas Home Living (TxHML) Waiver



- Provides selected services and supports for individuals who qualify for ICF/IID level of care and live in their family homes or their own homes.
- Services provided through the TxHML waiver includes:

Adaptive Aids	Minor Home Modifications	Behavioral Support	Dental Treatment
Nursing	Community Support	Respite	Day Habilitation
Employment Assistance	Supported Employment	Specialized Therapies	Physical Therapy
Occupational Therapy	Speech and Language Pathology	Audiology	Dietary Services

- Financial management services and support consultation are available to individuals who use the consumer-directed services option.

# Youth Empowerment Services (YES) Waiver



- Program for children and young adults ages 3 to 19 that are at risk of hospitalization because of serious emotional disturbance.
- Allows for more flexibility in the funding of intensive community-based services for children and adolescents ages 3 to 19 with serious emotional disturbances and their families.



# YES Waiver Availability



- The YES waiver is currently available in a limited geographic area - Bexar, Brazoria, Cameron, Ft. Bend, Galveston, Harris, Hidalgo, Tarrant, Travis and Willacy counties.
- Under legislative direction, HHSC and DSHS are working to expand the program to 6-24 additional counties.

# Nurse Advice Line



- 24/7 Nurse Advice Line.
- Available by calling:
  - 1-844-590-4883
- Staff is bilingual in English and Spanish.
- All Texas licensed RNs.

# Value Added Services (VAS)



- Gift card program (for receiving preventive care services).
- Prescription Over-the-Counter (OTC) quarterly benefit.
- Community-based services (Music, art, garden and pet therapy).
- Behavioral health in-patient – Seven (7) Day follow up appointment incentive.
- Camp/respite care.
- Respite care services (Non-MDCP).

*Restrictions and limitations may apply. Visit [SuperiorHealthPlan.com](http://SuperiorHealthPlan.com) for the most up-to-date list of VAS.*

# HHSC Medical Transportation Program (MTP)



- MTP serves STAR Kids members that have no other means of transportation for non-emergent medical, behavioral, dental or vision appointments.
- Request MTP by calling: 1-877-633-8747.
  - Available Monday - Friday from 8:00 a.m. to 5:00 p.m.
  - The member, regardless of the SDA, needs to call MTP at least 48 hours in advance in order to schedule services.
  - Member must have doctor's name, address, phone number, date, time and reason for visit. Appointments can't be set more than two (2) weeks in advance.
  - Members can call Superior Member Services for assistance with MTP coordination.
- May also reimburse mileage for the client, a caregiver/medical consentor, friend or someone else to take the client to health care services if the trip is scheduled in advance and the driver abides by the MTP guidelines.

# Adoption Assistance or Permanency Care Assistance



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Effective September 1, 2017, individuals in the Texas Department of Family and Protective Services (DPFS) Adoption Assistance or Permanency Care Assistance (AAPCA) program will begin getting their Medicaid services through a STAR Kids Managed Care Organization.

- Individuals in the AAPCA program who meet the following criteria will move to STAR Kids on September 1, 2017:
  - Receive Supplemental Security Income (SSI)
  - Have a disability as determined by the U.S. Social Security Administration or the State of Texas

*Please note:*

- *Individuals who get AAPCA services will still have the same Medicaid benefits under their selected health plan as they had been receiving prior to enrolling in managed care.*
- *Individuals who get services through a 1915(c) waiver and individuals who get Medicare are already in STAR Kids.*
- *Individuals who do not meet the above criteria for STAR Kids will be enrolled in STAR, beginning September 1, 2017.*

# Adoption Assistance or Permanency Care Assistance



- Beginning in May 2017, people who have AAPCA coverage will get additional information about the transition and about choosing a health plan from the state's enrollment broker, Maximus.
  - Individuals will need to choose their health plan by August 14, 2017.
    - Individuals who do not select a health plan by this date, will be assigned one by the Texas Health and Human Services (HHS).
- Existing authorizations for those who enroll September 1, 2017
  - Approved and active prior authorizations for covered services will be forwarded to the Superior STAR Kids plan prior to September 1, 2017, by HHS.
  - These prior authorizations will remain valid and will be honored by Superior.
  - Providers don't need to resubmit authorization requests to the health plans if an authorization is already in place.

# Adoption Assistance or Permanency Care Assistance



- If providers have questions about AAPCA services changing to managed care, please email:
  - [Managed\\_Care\\_Initatives@hhsc.state.tx.us](mailto:Managed_Care_Initatives@hhsc.state.tx.us).
- For more information, please visit:
  - <https://hhs.texas.gov/services/health/medicaid-chip/programs/adoption-assistance-or-permanency-care-assistance-managed-care-expansion>.



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# Provider Roles and Responsibilities

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# Provider Roles and Responsibilities



- Eligibility Verification
- PCP Responsibilities
- After-Hours Telephone Arrangements
- PCP Access to Care Requirements
- Referrals
- Member Self-Referral
- Cultural Competency



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# HEALTH HOME

# Health Homes



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- Superior uses NCQA Patient Centered Medical Home (PCMH) recognized providers as Health Homes.
  - NCQA reviews applications for recognition and recognizes providers who meet the criteria.
  - More information on seeking recognition at:  
<http://www.ncqa.org/programs/recognition/practices/patient-centered-medical-home-pcmh>.

# Accessing a Health Home



- Superior creates a monthly file of all participating PCMH providers.
  - Participating providers across Texas.
  - Member Services uses the file to identify health homes for members.
  - Case Management and Service Coordination use the file to identify health homes when needed.



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# Texas Health Steps Requirements

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# Overview



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- Comprehensive preventive care program that combines diagnostic screenings, communication and outreach, and medically necessary follow-up care, including dental, vision and hearing examinations for Medicaid-eligible children, adolescents and young adults under the age of 21.
- Age-appropriate screenings must include but are not limited to:
  - Nutrition
  - Developmental
  - Autism
  - Mental Health
  - Vision
  - Hearing
  - Tuberculosis
  - Lead
  - Sexually Transmitted Diseases
- For complete Texas Health Steps exam information, please view the Texas Health Steps Medical Checkups Periodicity Schedule:  
<http://www.dshs.state.tx.us/thsteps/providers.shtm>

# Required Elements of Checkup



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- Comprehensive health and development history (mental and physical).
- Comprehensive unclothed physical exam.
- Immunizations according to the Advisory Committee on Immunization Practices(ACIP) immunization schedule.
- Appropriate laboratory tests with documentation (including blood lead level assessments and other tests appropriate for age and risk).
- Health Education including anticipatory guidance.
- Referral services, i.e., CCP services, WIC, family planning and dental services.

# Checkup Requirements



- Members new to Superior:
  - Within first 90 days (unless documentation of previous checkup is provided).
- Existing members:
  - Follow periodicity schedule  
<http://www.dshs.state.tx.us/thsteps/providers.shtm>.
  - Members under three (3) years have multiple checkups within each year; six (6) outpatient checkups in the first year.
  - Members over three (3) years have an annual checkup which must occur within 364 days following their birth date.



# Texas Health Steps Medical Checkups



- Children may need more frequent medical checkups when:
  - The physician determines the checkup is “medically necessary.”
  - There is a high risk of the child getting sick (e.g., if another child in the home has a high level of lead in the blood).
  - A child enters Head Start, day care, foster care or pre-adoption.
  - The child needs anesthesia for required dental services.

# Missed Appointments



- Providers should complete a missed appointment form and fax it to MAXIMUS who will then contact recipients to determine what prevented them from keeping the appointment (lack of transportation, child care, money for gasoline, etc.).
- Missed appointment form is available at: [www.dshs.state.tx.us/thsteps/POR.shtm](http://www.dshs.state.tx.us/thsteps/POR.shtm).
- More information is available through your local regional Texas Health Provider Relations Representatives: <http://www.dshs.state.tx.us/thsteps/regions.shtm>.

# Texas Health Steps Outreach & Informing



- Staff contacts newly enrolled Texas Health Steps recipients to inform them of the services available and to:
  - Encourage them to use the preventive medical and dental checkup services.
  - Provide them with a list of all Texas Health Steps Providers in their area.
  - Assist them in setting an appointment.
- Providers can make a referral by phone to the State of Texas outreach team at 1-877-847-8377.

# Children of Traveling Farm Workers



- The Texas Health and Human Services Commission (HHSC) defines a traveling farm worker as “a migratory agricultural worker, whose principal employment is in agriculture on a seasonal basis, who has been so employed within the last twenty-four months, and who establishes for the purposes of such employment a temporary abode.”
- Superior will assess the child’s health care needs, provide direct education about the health care system and the services available, and arrange appointments and transportation.
- Superior will attempt to accelerate services to these individuals before they leave the area.
- Superior has developed a letter and handout to ensure these children get the health care services they need.
- For more information, call Member Services at 1-844-590-4883.

# Refusal of Exam



- Superior is required to log all member refusal for service to the Texas Health and HHSC.
- The refusal should be recorded in the member's medical record and communicated to Superior's Member Services department at:
  - 1-844-590-4883.
- If a patient indicates that their exam was previously done, Superior will:
  - Look for that claim in our system, and if there is no claim on file, will contact the provider of service to verify the member's statement.

# Oral Evaluation and Fluoride Varnish



- This program will allow STAR Kids members who are six (6) months to 35 months of age to receive an oral evaluation and fluoride varnish during medical checkups.
  - Limited to 10 fluoride treatments.
  - Providers must be certified to provide oral evaluations and fluoride varnishes.
  - Once a provider has completed the training, they will need to submit their certification to their Superior Account Manager.
  - The training information is available on the DSHS Oral Health Program website along with the registration form. You can access the information at the following site:  
[www.dshs.state.tx.us/dental/firstdentalhomeTraining.shtm](http://www.dshs.state.tx.us/dental/firstdentalhomeTraining.shtm)
  - Provider should bill with procedure code 99429 and modifier U5 with the diagnosis codes Z00121 or Z00129.

# Blood Lead Level Reporting



- Texas Childhood Lead Poisoning Prevention Program (TXCLPPP)
  - TXCLPPP maintains a surveillance system of blood lead results on children younger than 15 years of age.
- Texas law requires reporting of blood lead tests, elevated and non-elevated, for children younger than 15 years of age.
- Physicians, laboratories, hospitals, clinics and other healthcare facilities must report all blood lead tests and re-tests to the Texas Child Lead Registry.
- For more information and forms visit:  
<https://www.dshs.state.tx.us/lead/child.shtm>.

# Enrollment and Training



- Enrollment as a Texas Health Step Provider must be completed through Texas Medicaid and Healthcare Partnership (TMHP) at [www.tmhp.com](http://www.tmhp.com).
- A separate Texas Health Step TPI number is required.
- Training from the Texas Health and Human Services Commission (HHSC) is mandatory for Texas Health Steps Providers.
- Free continuing education hours are available at <http://www.txhealthsteps.com/cms/>.





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## Service Coordination

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# Service Coordination



- Service Coordination basics
- Service Coordinator role
  - Clinical and non-clinical support
    - 24/7/365 accessibility to STAR Kids staff via the STAR Kids Member Services hotline at 1-844-590-4883.
  - Direct support
    - Coordinate care for members with special health-care needs.
    - Monitor adherence to treatment plan.
    - Coordinate discharge planning.
    - Assist with transition plan.
    - Promote best practice/evidence-based services.
    - Identify and report potential abuse/neglect.



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# Prior Authorizations

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# Prior Authorizations (PA)



- Acute care authorization process
- Notification of admissions
- Therapy authorizations
  - Initial evaluation and re-evaluation
  - Initial and ongoing treatment services
  - Early Childhood Intervention (ECI)
- Alberto N. process
- LTSS authorization process
- Behavioral health PA

# Acute Care Services Requiring PA



- Some common acute services that require authorization are:
  - DME items with a purchase price > \$500
  - Enteral nutrition
  - Home health/Skilled Nursing/Private Duty Nursing
  - Hearing aids
  - Orthotics/prosthetics
  - Non-emergent ambulance transportation
  - Therapy-physical, occupational and speech
  - Incontinence supplies
- For a full list of acute services that require authorization, you can:
  - Look up Superior's most current prior authorization list found at <http://www.superiorhealthplan.com/for-providers/provider-resources/>.
  - You can also call the PA department at 1-800-218-7508, Monday through Friday, 8:00 am-5:00 pm (CST) and speak to a live agent.

# LTSS Require Authorizations



- All Long Term Services & Supports (LTSS) require authorization:
  - Personal Attendant Services (PAS).
  - Day Activity & Health Services (DAHS) (available for > 18 years).
  - MDCP - Employment assistance/supported employment.
  - Cognitive Rehabilitative Therapy.
  - Community First Choice (CFC).
  - Private Duty Nursing (PDN).
  - Personal Care Services (PCS).

# MRI/MRA, CT/CTA, CCTA, Stress Echo, Nuclear and PET SCANS – Require Authorization



- PCP is responsible for obtaining authorization.
- All other radiology procedures do not require authorization.
- Inpatient and ER procedures do not require authorization
- Servicing providers may request authorization by:
  - Accessing [www.radmd.com](http://www.radmd.com)
  - Utilizing the toll free number: 1-800-648-7554
- Servicing providers and imaging facilities may access status of authorizations by:
  - Accessing [www.radmd.com](http://www.radmd.com)
  - Accessing Integrated Voice Response (IVR) through a toll free number 1-800-642-7554. To check on the status of an authorization press 1, 1, then enter or speak the tracking number.



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# Pharmacy Benefits

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# Pharmacy Benefits



- Pharmacy Benefit Manager (PBM)
  - Responsible for timely and accurate payment of pharmacy claims.
  - Provides pharmacy network for Superior members.
  - Responsible for PA of prescriptions, as applicable.
- Vendor Drug Program formulary and Preferred Drug List (PDL) has been adopted for STAR Kids.

# Specialty Drugs



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- Medications on the HHSC specialty drug list may be obtained from AcariaHealth or CVS Caremark if not under limited drug distribution.
- Contact Information:
  - Phone: 1-855-535-1815
  - Fax: 1-877-541-1503
  - Web: [www.acariahealth.com](http://www.acariahealth.com)

# How to Access the Formulary/PDL



- Superior utilizes the Texas Vendor Drug Program formulary which is available on smart phones, tablets or similar technology on the web at:  
[www.epocrates.com](http://www.epocrates.com).
- Texas Vendor Drug Program Website for PDL and clinical PA criteria: [www.txvendordrug.com](http://www.txvendordrug.com).
- Texas PDL/PA Criteria to be used for Superior Members:  
[www.txvendordrug.com/formulary/PDLSearch.asp](http://www.txvendordrug.com/formulary/PDLSearch.asp)

# 72-Hour ER Prescription



- State and Federal law requires that a pharmacy dispense a 72-hour (three [3] day) supply of medication to any Member awaiting a prior authorization (PA) or medical necessity (MN) determination.
- If the prescribing Provider cannot be reached or is unable to request a PA, the pharmacy should dispense an emergency 72-hour prescription.
- A pharmacy can dispense a product that is packaged in a dosage form that is fixed and unbreakable, e.g., an albuterol inhaler, as a 72-hour emergency supply.

# DME & Medical Supplies - Pharmacy Providers



- If a pharmacy enrolled in Superior's PBM wishes to provide services that are not on the VDP formulary, the pharmacy must enroll as a DME Provider, and obtain a separate contract with Superior for medical services.
- Includes medically necessary items such as nebulizers, ostomy supplies or bed pans and other supplies and equipment.
- For children (birth through age 20), this includes items typically covered under the Texas Health Steps program including but not limited to prescribed over-the-counter drugs, diapers, disposable or expendable medical supplies and some nutritional products are covered.

# Pharmacy Contact Information – Superior HealthPlan



- Assists with questions, concerns from prescribers and members.
  - Phone: 1-800-218-7453 ext. 22272
  - Fax: 1-866-683-5631
  - E-forms: [www.SuperiorHealthPlan.com/contact-us](http://www.SuperiorHealthPlan.com/contact-us)
- In-Clinic Rx administration (Superior PA Dept).
  - PA Requests Phone: 1-800-218-7453 ext. 22272
  - PA Requests Fax: 1-866-683-5631
- Appeal (Superior Appeal Dept).
  - Appeals Requests Fax: 1-866-918-2266
  - Appeals Requests Phone: 1-800-218-7453 ext. 22168



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# Quality Improvement

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# Quality Improvement



Working with our provider community:

- Manage and review annual HEDIS rates to identify interventions to improve HEDIS scores.
- Maintain compliance with quality related areas of HHSC regulations.
- Generates, distributes and analyzes selected provider profiles.
- Coordinates office site visits related to complaints regarding physical appearance, physical accessibility, adequacy of wait time and adequacy of treatment record.
- Conducts provider satisfaction surveys annually.
- Review, investigates and analyzes quality of care concerns (member complaints).



# Quality Improvement



## Quality Assessment and Performance Improvement (QAPI):

- Monitors quality of services and care provided to members through:
  - Appointment availability audits.
  - After-hours access audits.
  - Tracking/ trending of complaints.
- Providers participate in QAPI by:
  - Volunteering for Quality Improvement Committees.
  - Responding to surveys and requests for information.
  - Vocalizing opinions.
- Quality Improvement Committee (QIC)
  - Comprised of contracted providers from different regions and specialties.
  - Appointed by Superior's Chief Medical Director.
  - Serves as Peer Review Committee.
  - Advises on proposed quality improvement activities and projects.
  - Evaluates, reviews and approves clinical practice and preventative health-care guidelines.



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# Fraud, Waste and Abuse

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# Fraud, Waste and Abuse



- Report fraud, waste or abuse:
  - Call the OIG Hotline at 1-800-436-6184.
  - Visit <https://oig.hhsc.state.tx.us> and select “Click Here to report fraud, waste and abuse” to complete the online form.
  - Contact Superior’s Corporate Special Investigative Unit directly at:  
Centene Corporation  
Superior HealthPlan Fraud and Abuse Unit  
7700 Forsyth Boulevard  
Clayton, MO 63105  
1-866-685-8664
- Examples of Fraud, Waste and Abuse include:
  - Payment for services that were not provided or necessary.
  - Upcoding.
  - Unbundling.
  - Letting someone else use their Medicaid or CHIP ID.

# Health Insurance Portability and Accountability Act



- Regulates who has access to a member's Protected Health Information (PHI).
- Individuals have the right to keep their PHI confidential.
- Superior has provided each member with a privacy notice.
- For questions about Superior's privacy practices, contact Superior's compliance officer by:
  - Calling: 1-800-218-7453
  - Emailing: [Superior.Compliance@SuperiorHealthPlan.com](mailto:Superior.Compliance@SuperiorHealthPlan.com)



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# Abuse, Neglect and Exploitation

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# Abuse, Neglect and Exploitation (ANE)



- Abuse:
  - Intentional mental, emotional, physical or sexual injury to a child with disabilities, or failure to prevent such injury.
- Neglect:
  - Failure to provide a child with food, clothing, shelter and/or medical care; and/or leaving a child in a situation where the child is at risk of harm. Children with disabilities results in starvation, dehydration, over- or under-medication, unsanitary living conditions, and lack of heat, running water, electricity, medical care and personal hygiene.
- Exploitation:
  - Misuse of a child with disabilities for personal or monetary benefit. This includes taking Social Security or SSI (Supplemental Security Income) checks, abusing a joint checking account and taking property and other resources.

# How to Report ANE



- Providers must report any allegation or suspicion of ANE to the appropriate entity:
  - Department of Family and Protective Services (DFPS)
    - To report a child who has a disability, receiving services from:
      - Home and Community Support Services Agencies (HCSSAs)
      - An unlicensed foster care provider with three (3) or fewer beds.
      - A child with disability or child residing in or receiving services from local authority, local mental health authority (LMHAs), community center or mental health facility operated by the Department of State Health Services (DSHS).
      - A child with disability receiving services through the Consumer Directed Services option.
    - Call the Abuse Hotline, 24 hours a day, 7 days a week, toll-free at 1-800-252-5400.

# How to Report ANE



- Department of Aging and Disability Services (DADS)
  - Report an adult or child who resides in or receives services from:
    - Nursing facilities
    - Assisted living facilities
    - Home and Community Support Services Agencies (HCSSAs) – also required to report any HCSSA allegation to DFPS
    - Day care centers
    - Licensed foster care providers
  - Phone: 1-800-647-7418
- Local Law Enforcement:
  - If a provider is unable to identify state agency jurisdiction but an instance of ANE appears to have occurred, report to a local law enforcement agency and/or DFPS.





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## Medicaid Action, Appeal and Fair Hearing

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# Medicaid “Action”



- Adverse determination is one (1) type of Action:
  - Denial or limited authorization of a requested service.
  - Reduction, suspension or termination of a previously authorized service.
  - Denial in whole or in part of payment for service.
  - Failure to provide services in a timely manner.
  - Failure of an MCO make a decision timely.

# Appeal of an Action



- Appeal is the formal process by which a member or his or her representative requests a review of the MCO's action.
- A provider may act as the member's representative for appeal of the MCO's action.
- An appeal request must be received within 30 calendar days of the notice of action.
- If urgent/emergent, the request for appeal of an action may be expedited.
- MCO will acknowledge the request for appeal within five (5) business days.
- MCO will provide resolution of an appeal within 30 calendar days (expedited appeals are addressed within one [1] business day).

# HHSC Fair Hearing



- Members have the right to access the HHSC Fair Hearing process at any time during the appeal process.
- Members must request a Fair Hearing within 90 days of the MCO notice of action.
- HHSC schedules and conducts the Fair Hearing.
- The member must be present at the Fair Hearing (in person or telephonic).
- The MCO provides an evidence packet for the Fair Hearing and is in attendance at the Fair Hearing to present the MCO's reason for the action.
- HHSC Fair Hearing Officer makes the determination on a Fair Hearing request.



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# Claims – Filing and Payment

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# Claims Filing



- Claims must be filed within 95 days from the Date of Service (DOS).
- A provider may submit a corrected claim or claim appeal within 120 days from the date of Explanation of Payment (EOP) or denial is issued.
- Providers should include a copy of the EOP when other insurance is involved.
- Claims must be completed in accordance with TMHP billing guidelines.
- Filed on a red CMS 1500 or UB04.
- Filed electronically through clearinghouse.
- Filed directly through web portal.
- 24(I) Qualifier ZZ, 24J(a) Taxonomy Code, 24J(b) NPI are all required when billing Superior claims.



# Claims Filing: Submitting Claims

- Web Portal:
  - [Provider.SuperiorHealthPlan.com/sso/login](https://Provider.SuperiorHealthPlan.com/sso/login)
- Electronic Claims:
  - Visit the web for a list of our Trading Partners:  
[SuperiorHealthPlan.com/for-providers/electronic-transactions/](https://SuperiorHealthPlan.com/for-providers/electronic-transactions/)
  - Superior Emdeon ID 68069
- Paper Claims - Initial and Corrected\*
  - Superior HealthPlan, P.O. Box 3003, Farmington, MO 63640-3803
- Paper Claims - Requests for Reconsideration\* and Claim Disputes\*
  - Superior HealthPlan, P.O. Box 3000, Farmington, MO 63640-3800

*\*Must reference the original claim number in the correct field on the claim form.*

# Claims Filing: Deadlines



- First Time Claim Submission
  - 95 days from date of service
- Adjusted or Corrected Claims
  - 120 days from the date of Explanation of Payment or denial is issued
- Claim Reconsiderations and Disputes
  - 120 days from the date of Explanation of Payment or denial is issued





# Identifying a Claim Number from Superior



- Superior assigns claim numbers for each claim received. Each time Superior sends any correspondence regarding a claim, the claim number is included in the communication. It can be found in the following:
  - EDI rejection/acceptance reports
  - Rejection letters\*
  - Web portal
  - EOP
- When calling into Provider Services, please have your claim number ready for expedited handling.

*\*Remember that rejected claims have never made it through Superior's claims system for processing. The claim number that is provided on the Rejection Letter is a claim image number that helps us retrieve a scanned image of the rejected claim.*

# Where do I find a Claim Number?



- There are two (2) ways of submitting your claims to Superior:
  - Electronic: Provider Portal or EDI via a clearing house
    - Your response to your submission is viewable via an EDI rejection/acceptance report, rejection letters, Superior provider portal and EOPs.
  - Paper: Mailed to our processing center
    - Your response to your submission is viewable via rejection letters, Superior Web Portal and EOPs.

*\*Note: On all correspondence, please reference either the 'Claim Number' / 'Control Number'.*



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# Where do I find a Claim Number?

Examples:

EDI Reports

DATE	CLAIM NUMBER	MEMBER NBR	AMT BILLED	STATUS	PROV NBR	TAX ID	REASON	SERV DATE	PATIENT AC
	M317TXE44842		000209200	INVALID			76	20130710	
	M317TXE44820		000164200	ACCEPT				20131109	
	M317TXE44819		000193510	INVALID			76	20130704	
	M317TXE44858		001141694	ACCEPT				20131108	
	M317TXE44868		000759989	ACCEPT				20131108	
	M317TXE44826		000310600	ACCEPT				20131108	
	M317TXE44814		000116222	ACCEPT				20131108	
	M317TXE44828		000405752	ACCEPT				20131103	
	M317TXE44835		000112728	ACCEPT				20131108	
	M317TXE44824		000113004	ACCEPT				20131109	
	M317TXE44829		000984375	ACCEPT				20131024	
	M317TXE44816		000103600	INVALID			09	20131105	
	M317TXE44821		000999375	ACCEPT				20131106	
	M317TXE44843		001183267	ACCEPT				20131101	
	M317TXE44815		000103600	ACCEPT				20131107	
	M317TXE44817		000011500	INVALID			76	20121003	
	M317TXE44825		000207700	ACCEPT				20131107	
	M317TXE44882		000414130	ACCEPT				20131109	
	M317TXE44827		001399000	ACCEPT				20131109	
	M317TXE44910		005690360	ACCEPT				20131030	
	M317TXE44837		000109830	ACCEPT				20131004	
	M317TXE44853		000310700	ACCEPT				20131109	
	M317TXE44839		000338276	ACCEPT				20130906	
	M317TXE44878		000472927	ACCEPT				20131109	
	M317TXE44823		000086211	ACCEPT				20131109	

## Explanation of Payment Details

Check/Trace Number:0000000000 Check Date:05/16

Insured Name: [REDACTED]

Patient Name: [REDACTED]

Control Number: N125TXP02973

Service Provider: [REDACTED]

Group:

ID: [REDACTED]

Account: AYEU9245

NPI: 1003885641

View Service Line Details

Serv	Date	Diag#/ Drug#	Proc#/ Proc2	Mod	Days/ Cnt Qty	Charged	Allowed	Deduct/ Copay	Coinsur	Discount/ Interest	Med Allow/ Med Paid	TPP	Denied	Remit Codes	Payment
10	09/16/2013	2920	270		0/1	51.71	10.34	0.00/0.00	0.00	0.00/0.00	0.00/0.00	0.00	0.00	MX	0.00
20	09/16/2013	2920	272		0/1	9.17	1.83	0.00/0.00	0.00	0.00/0.00	0.00/0.00	0.00	0.00	MX	0.00

Payment History via Web Portal (EOP)

# Common Billing Errors



- Member date of birth or name not matching ID card/member record.
- Code combinations not appropriate for demographic of patient.
- Not filed timely.
- No itemized bill provided when required.
- Diagnosis code not to the highest degree of specificity; 4<sup>th</sup> or 5<sup>th</sup> digit when appropriate.
- Illegible paper claim.

# Corrected Claims



- A corrected claim is a correction of information to a previously finalized clean claim.
  - For example – Correcting a member's date of birth, a modifier, Dx code, etc.
  - The original claim number must be billed in field 64 of the UB-04 form or field 22 of the HCFA 1500 form.
  - The appropriate frequency code/resubmission code should also be billed in field 4 of the UB-04 form or field 22 of the HCFA 1500 form.
  - A corrected claim form, found in the Provider Manual, may be used when submitting a corrected claim.

# Claim Appeals



- A claim appeal can be requested when the provider disagrees with the outcome of the original processing of the claim.
  - For example – Claim denied for no authorization, but there was an authorization obtained prior to services.
  - A claims appeal form, found in the Provider Manual, is required when submitting a request for reconsideration.

# Claim Appeal Supporting Documents



- Examples of supporting documentation may include but are not limited to:
  - A copy of the Superior EOP (required)
  - A letter from the provider stating why they feel the claim payment is incorrect (required)
  - A copy of the original claim
  - An EOP from another insurance company
  - Documentation of eligibility verification such as copy of ID card, TMBC, TMHP documentation, call log, etc.
  - Overnight or certified mail receipt as proof of timely filing
  - Centene EDI acceptance reports showing the claim was accepted by Superior
  - PA number and/or form or fax



# PaySpan Health



- Superior has partnered with PaySpan Health to offer expanded claim payment services to include:
  - Electronic Claim Payments/Funds Transfers (EFTs)
  - Online remittance advices (ERAs/EOPs)
  - HIPAA 835 electronic remittance files for download directly to HIPAA-compliant Practice Management or Patient Accounting System
- Register at: [www.PaySpanHealth.com](http://www.PaySpanHealth.com).
- For further information contact 1-877-331-7154, or email [ProviderSupport@PaySpanHealth.com](mailto:ProviderSupport@PaySpanHealth.com).

# Member Balance Billing



- Providers may NOT bill STAR Kids members directly for covered services.
- Superior reimburses only those services that are medically necessary and a covered benefit.
- Providers may inform members of costs for non-covered services and secure a private pay form prior to rendering.
- Members do not have co-payments.
- Additional details can be found in your provider contract with Superior.



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## Claims – Electronic Visit Verification\*

*\*For LTSS providers, as applicable*

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# Electronic Visit Verification



- Electronic Visit Verification (EVV) is a telephone and computer-based system that electronically verifies PCS, flexible family support and CFC service visits.
- Providers are responsible for choosing a vendor and for ensuring that their vendor submits accurate data to Superior.
- Provider must ensure authorizations are in place prior to performing the service.

# Electronic Visit Verification



- PCS, In-home respite services, Flexible family support services, and CFC (PAS/HAB) providers will verify service times using EVV process.
- EVV vendor will send verification data to Superior.
- Superior will compare provider claims to verification data prior to adjudication.
- Only verified units of service will be paid.
- Superior is offering training on EVV. Check the Provider Calendar at [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com).

# EVV Important Reminder



- Units should be billed using the rounded quarter hour rules implemented with the EVV initiative.
  - 7 minutes = Go Down; 8 minutes = Go Up.
    - For example:
      - If services provided were for 48 minutes, billed units would be .75 units (these were rounded down to the 45 minutes).
      - If services provided were for 52 minutes, billed units would be for 1 hour (these were rounded up).
- Breakdown of valid decimal values that should be billed:
  - 1 hour = 1 unit
  - 45 minutes = .75 units
  - 30 minutes = .5 units
  - 15 minutes = .25 units



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# Secure Provider Portal

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# Superior's Website & Secure Portal



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

### Submit:

- Claims
- PA Requests
- Request for EOPs
- Provider Complaints
- Notification of Pregnancy
- COB Claims
- Adjusted Claims

### Verify:

- Member Eligibility
- Claim Status

### View:

- Provider Directory
- Provider Manual
- Provider Training Schedule
- Links for additional Provider Resources
- Claim Editing Software



# How to Register for the Provider Portal



- <https://provider.superiorhealthplan.com>.
- Enter your provider/group name, tax identification number, individual's name entering the form, office phone number and email address.
- Create user name and password.
- Each user within the provider's office must create their own user name and password.
- The provider portal is a free service and providers are not responsible for any charges or fees.

# Provider Portal: Eligibility



- Search for eligibility using:
  - Member's date of birth.
  - Medicaid/CHIP/DFPS ID number or last name.
  - Date of service.
- View/Print Patient List
  - Member Panel.
  - Member Care Gap Alerts.
  - Both can be downloaded in Excel or PDF format.

# Provider Portal: Authorizations



- Create Authorizations
  - Enter the patient's member ID/last name and DOB and click find.
  - Populate the six (6) sections of the authorization with the appropriate information starting with the service type section.
  - Follow the prompts and complete all required information.
  - Attach any required documentation, review and submit.
- Check Authorization Status
  - Enter web reference number and click search; please allow at least 24 hours after submission to review status.
  - View authorization status, id number, member name, dates of service, type of service and more.
  - To view all processed authorizations, click "Processed" and to view any authorizations with errors, click "Errors."

*Note: Authorizations update to the web portal every 24 hours.*

# Provider Portal: Claims



- Claim Status
  - Claims update to the web portal every 24 hours.
  - Status can be checked for a period of time going back 18 months.
- View Web Claims
  - Click on the claims module to view the last three (3) months of submitted claims.
- Unsubmitted Claims
  - Incomplete claims or claims that are ready to be submitted can be found under “Saved” claims.
- Submitted Claims
  - Status will show “in progress,” “accepted,” “rejected” or “completed.”

# Provider Portal: Claims



- Create Claims
  - Professional, Institutional, Corrected and Batch.
- View Payment History
  - Displays check date, check number and payment amount for a specific timeframe (data available online is limited to 18 months).
- Claim Auditing Tool
  - Prospectively access the appropriate coding and supporting clinical edit clarifications for services before claims are submitted.
  - Proactively determine the appropriate code/code combination representing the service for accurate billing purposes.
  - Retrospectively access the clinical edit clarifications on a denied claim for billed services after an EOP has been received.

# Additional Provider Portal Information



- Online Assessment Forms
  - Notification of pregnancy
- Resources
  - Practice guidelines and standards
  - Training and education
- Contact Us (Web Applications Support Desk)
  - Phone: 1-866-895-8443
  - Email: [TX.WebApplications@SuperiorHealthPlan.com](mailto:TX.WebApplications@SuperiorHealthPlan.com)

# Provider Portal Highlights



- Manage all product lines and multiple TINs from one account.
  - Office Manager accounts available.
- PCP Panel - Texas Health Steps last exam date.
  - View the date of the member's last Texas Health Steps exam on file.
- Eligibility section for providers.
- Authorization detail & history:
  - New display features: Authorization denial reason.
- Submit batched, individual or recurring claims.
- Download EOPs.
- Secure messaging.
- Refer members to Case Management.
- Review member alerts/care gaps.

# Provider Portal Highlights



Alerts section indicates whether a member has a potential gap in care.

- Examples of Care Gap Alert categories and descriptions:
  - Adult Preventive
    - No mammogram in most recent 12 month.
    - No chlamydia test in past 12 months in patient 16-25 years.
    - No PAP in past 12 months.
  - Diabetes:
    - DM - Not seen in past six (6) months.
    - DM - No retinal eye exam in past 12 months.
    - DM - No HbA1C screening in past 12 months.
  - Cardiac:
    - CAD - Not seen in past 12 months.
    - HTN - Not seen in past 12 months.
    - Flu vaccine.
    - No flu vaccine in past 12 months.
  - Child Preventive:
    - Immunizations not current for age.





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# Superior HealthPlan Departments

*We're here to help you!*

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# Account Management



- Field staff are here to assist you with:
  - Face-to-face orientations.
  - Face-to-face web portal training.
  - Office visits to review ongoing trends.
  - Office visits to review quality performance reports.
- Superior Account Management offers targeted billing presentations depending on the type of services you provide. For example, we offer general and LTSS billing clinics.

*Note: You can find a map on the Superior HealthPlan website that can assist you with contact information for your Account Manager.*

# Provider Services



- Provider Services can help you with:
  - Questions on claim status and payments.
  - Assisting with claims appeals and corrections.
  - Finding Superior network providers.
- For claims related questions, have your claim number, TIN and other pertinent information available as HIPAA validation will occur.
- Contact Provider Services, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time:
  - 1-877-391-5921

# Member Services



- Member Services staff can help you with:
  - Verifying eligibility.
  - Reviewing member benefits.
  - Assist with non-compliant members.
  - Help find additional local community resources.
  - Contact them Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.
    - STAR Kids: 1-844-590-4883.

# Provider Contracting



- Network Development & Contracting is a centralized team that handles all contracting for new and existing providers to include:
  - New provider contracts.
  - Adding providers to existing Superior contracts.
  - Adding additional products (i.e. CHIP, STAR, STAR+PLUS) to existing Superior contracts.
  - Amendments to existing contracts.
- Contract packets can be requested at:  
<http://www.superiorhealthplan.com/for-providers/join-our-network/>.

# Provider Credentialing



- Initial Credentialing:
  - Complete a TDI credentialing application form for participation;
  - Complete an electronic application; OR
  - Provide Council for Affordable Quality Healthcare (CAQH) identification number.
  - Email applications to [SHP.NetworkDevelopment-Medicaid@SuperiorHealthPlan.com](mailto:SHP.NetworkDevelopment-Medicaid@SuperiorHealthPlan.com).
- Recredentialing:
  - Completed every three (3) years from date of initial credentialing.
  - Applications and notices are mailed at 180, 120, 90 and 30 days out from the last day of the credentialing anniversary month.
  - Lack of timely submission can result in Members being reassigned and system termination.
  - Email applications to [Credentialing@SuperiorHealthPlan.com](mailto:Credentialing@SuperiorHealthPlan.com).
- All credentialing and recredentialing questions should be directed to Superior's Credentialing department at 1-800-820-5686, ext. 22281 or [Credentialing@SuperiorHealthPlan.com](mailto:Credentialing@SuperiorHealthPlan.com).

# Provider Complaints



- A complaint is an expression of dissatisfaction, orally or in writing, about any matter related to the Superior. Superior offers a number of ways to file a complaint, as listed below:
  - Mail:

Superior HealthPlan  
ATTN: Complaint Department  
5900 E. Ben White Blvd.  
Austin, Texas 78741
  - Fax:

1-866-683-5369
  - Online:

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

# Thank You For Attending!



Thank you for your commitment to serving the needs of children in STAR Kids.

If you have additional questions, please contact your local Account Manager or select “Contact Us” at [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com).

*Let us know what we can do to help.*





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# Questions and Answers

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