

## Preferred Therapy Provider in Travis & Central SDAs



Effective March 1, 2018, Care Options For Kids (COFK) will be Superior's dedicated provider for therapy evaluations and preferred provider for speech-language, occupational and physical therapy services for STAR, STAR Health, STAR+PLUS and CHIP patients who are:

- 3 years of age and older (including adults, but excluding STAR+PLUS Nursing Facility and STAR Health MDCP members)
- Assigned to the Travis or Central Service Delivery Area (SDA)\*
- Star Kids is excluded from the preferred provider process

### Why Care Options For Kids (COFK)?

- Established in 1999, COFK offers speech-language, occupational and physical therapy services.
- COFK is a leading provider of therapy services across Texas, including the greater Travis and Central Texas SDAs.
- COFK has a proven record of achieving effective therapy outcomes and reaching clinical goals efficiently through evidence-based practices leading to better outcomes for patients.
- COFK offers uncompromised patient and provider support by coordinating the needs of patients and their families with their physician(s) and meeting access to care needs for therapy.

### Provider & Patient Benefits

Using COFK eliminates authorization paperwork for referring physicians, which reduces administrative burden and provides patients with direct and timely access to therapy services. In addition, utilizing COFK as the provider for all therapy evaluations will provide a consistent level of quality of care for Superior patients. Superior believes that moving to a high quality, preferred provider will improve the experience of patients who receive therapy services.

### Communication Timeline

- Prior to March 1, 2018, Superior will post a notice to providers and members on [SuperiorHealthPlan.com](http://SuperiorHealthPlan.com). In addition, letters will be sent to referring providers in the Travis and Central SDAs. Additional notifications may be considered based on need.
- Notifications to members will be sent in late January announcing the change and providing information on COFK.

### FAQs

1. Will an existing authorization issued to another therapy provider with an end date spanning past March 1, 2018 be honored?
  - a. Yes, we will honor the authorization through the end date of the authorization.
2. Will new authorizations on or after March 1, 2018 be approved for other therapy providers?
  - a. Requests for therapy evaluations and services for the Travis & Central SDAs will be directed to COFK. In situations where COFK may not be able to provide or arrange for services, authorizations to other therapy providers may be approved through Superior's prior authorization process.
3. Will therapy providers be able to provide these services to new and existing patients with a prior authorization?
  - a. Beginning March 1, 2018, therapy providers who have a prior authorization that was approved prior to March 1, 2018 can still provide services until the expiration of the authorization.
  - b. Beginning March 1, 2018, all requests for therapy will need to be routed through COFK.
    - i. In situations where COFK may not be able to provide or arrange for services, authorizations to other therapy providers may be approved through Superior's prior authorization process.
    - ii. If, after evaluation by COFK, the member chooses to use another provider other than COFK, their treatment services will not require a prior authorization.
4. What about patient choice?
  - a. Superior's partnership with COFK is designed to improve the patient experience and to promote quality and value. As the dedicated provider for therapy evaluations, once an evaluation is completed, a patient may choose to receive therapy treatment from COFK or opt out and choose another therapy provider in the Superior network for any reason. Patients can opt out and choose another provider for therapy treatment by calling Superior at 1-855-742-0122 or writing to Superior HealthPlan Member Services, 5900 E. Ben White Blvd., Austin, TX 78741. If, after evaluation by COFK, the member chooses to use another provider other than COFK, their treatment services will not require a prior authorization. Members can call Superior HealthPlan Member Services with questions at:

STAR/CHIP  
STAR Health

1-800-783-5386  
1-866-912-6283

STAR+PLUS  
TTY

1-866-516-4501  
1-800-735-2989

5. If a member is evaluated by COFK, will authorization from Superior be required?
  - a. No, if the member is evaluated by COFK, no authorization is required by Superior.
6. What if COFK cannot perform the initial or re-evaluation?
  - a. If COFK cannot perform or arrange for a needed evaluation they will inform the member's PCP, who would then be able to refer the member to another network provider. In this situation, the authorization would go through Superior prior authorization process.
7. What if a member disagrees with COFK's decision regarding whether or not the member qualifies for therapy or regarding the frequency and duration of treatment?
  - a. The member would have the option of requesting a second opinion from another COFK evaluator.
8. What if COFK and the treating therapist render services on the same day? In other words, what if COFK performs a re-evaluation on the same day that a treating therapist performs a treatment visit?
  - a. Please coordinate with COFK regarding the date the re-evaluation is scheduled.
9. What type of training is being done with PCP offices to ensure understanding of this process?
  - a. Provider notification letters have gone out to PCP providers, and Superior Account Managers have been in contact with PCP offices to explain this process.
10. How will initial and re-evaluation requests that have been received by Superior prior to March 1, 2018 be handled?
  - a. These requests will go through the normal Superior prior authorization process. Resulting treatment requests will also be handled through the Superior prior authorization process. All initial and re-evaluation request received on or after March 1, 2018 will be re-directed to COFK.
11. At what point would a member or caregiver need to opt-out if they would like to be treated by a non-COFK therapy provider?
  - a. A member or caregiver would opt-out once an initial or re-evaluation is completed and the evaluation results indicate that therapy should be initiated or continued.
12. Does a member need to opt-out for each therapy provided?
  - a. Yes, a member would need to opt-out for each therapy received.
13. How long is the opt-out good for?
  - a. The opt-out would be good until that therapy is discharged.
14. Will a referral be required from the PCP when a provider other than the PCP orders therapy?
  - a. Yes. Superior will continue accepting requests only from PCPs and certain specialists.
15. Will existing speech, occupational and physical providers also be notified if they are already rendering services to existing Superior patients?
  - a. Notifications will be posted on the Superior website, under Provider News.
16. Will COFK also provide therapy at a patient's home?
  - a. Yes. As part of this initiative, COFK is obligated to provide and arrange therapy services in home and office-based settings for all Superior STAR, STAR Health, STAR+PLUS and CHIP patients, within the Travis or Central SDAs.
17. Does Care Options for Kids (COFK) only treat children?
  - a. COFK provides services to members of all ages in multiple settings. Where appropriate, SHP will authorize services to other therapy providers.
18. Does this new arrangement apply to members receiving therapy in institutional settings (e.g., hospitals, Nursing Facilities)?
  - a. COFK provides therapy services for members seeking therapy in outpatient settings. Members receiving therapy services through inpatient hospital stays and members receiving therapy through Nursing Facilities will continue to receive therapy in those settings.

19. How can patients and providers contact COFK?

- a. COFK has a dedicated, local and toll-free number for Superior providers and their patients. Providers and patients may contact COFK by calling 1-800-219-7012.

For the most up-to-date FAQ, please visit [SuperiorHealthPlan.com](http://SuperiorHealthPlan.com).

*\*Travis Service Delivery Area Counties: Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis, Williamson*

*Central Service Delivery Area Counties: Bell, Blanco, Bosque, Brazos, Burleson, Colorado, Comanche, Coryell, DeWitt, Erath, Falls, Freestone, Gillespie, Gonzales, Grimes, Hamilton, Hill, Jackson, Lampasas, Lavaca, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell, Washington*