



superior  
healthplan™

# STAR Kids

*Provider Training*

---

# Introductions and Agenda



- Who is Superior HealthPlan?
- STAR Kids Overview
- STAR Kids Medicaid Managed Care Benefits
- Provider Roles and Responsibilities
- Health Home
- Texas Health Steps Requirements
- Service Coordination
- Prior Authorizations
- Pharmacy Benefits
- Quality Improvement
- Fraud, Waste and Abuse
- Abuse, Neglect and Exploitation
- Medicaid Action, Appeals and Fair Hearings
- Claims – Filing and Payment
- Claims – Electronic Visit Verification
- Telemedicine and Telehealth
- Secure Provider Portal
- Superior HealthPlan Departments
- Questions and Answers

# 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 (HHS) Service Areas throughout the state. These programs include:
  - CHIP
  - STAR
  - STAR Health (Foster Care)
  - STAR Kids
  - STAR+PLUS
  - STAR+PLUS Medicare-Medicaid Plan (MMP)



superior  
healthplan™

## STAR Kids Overview

---

# STAR Kids Background



- Senate Bill 7, 83rd Legislature, 2013:
  - Directed Texas HHS 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 Eligibility



- Medicaid populations who must participate in STAR Kids include children and young adults 20 years of age 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).
    - Those who reside in community-based Intermediate Care Facility/Individuals with an Intellectual Disability (ICF-IID) or in Nursing Facilities (NF).

# STAR Kids Excluded Population



- Individuals excluded from participating in STAR Kids include:
  - Adults age 21 years or older.
  - Children and young adults 20 years of age and younger enrolled in STAR Health
  - Children and young adults 20 years of age and younger who reside in the Truman Smith Children's Care Center or a state veteran's home.



superior  
healthplan™

# STAR Kids Medicaid Managed Care Benefits

---



# STAR Kids Program Benefits



- Include, but are not limited to:
  - Medical and Surgical Services
  - Hospital Services
  - Texas Health Steps
  - Transplants
  - Prescriptions (Unlimited)
  - Therapy – Physical (PT), Speech (ST), Occupational (OT)
  - Durable Medical Equipment (DME)
  - 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



- 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.

# Community First Choice



- Community First Choice (CFC) is part of Senate Bill 7 from the 2013 Texas Legislature requiring HHS 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 Primary Care Physician (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, electronically through the secure provider portal or your clearinghouse.
- Use appropriate procedure codes and modifiers as outlined in the billing matrix found in the Texas Medicaid and Healthcare Partnership (TMHP) 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, 18 – 20 years of age.

# 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 (HCS) Waiver



- 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 22 years of age, 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. Pursuant to SB 1207, all services will soon be available through CDS.*

# 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 3 to 19 years of age 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 3 to 19 years of age with serious emotional disturbances and their families.

# 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)



- CentAccount® Rewards program:
  - \$25 for completing a Texas Health Steps checkup (up to age 20).
  - \$20 for getting a well-woman exam.
  - \$10 for getting a flu shot.
  - \$10 for getting a specified screening.
- Prescription Over-the-Counter (OTC) quarterly benefit.
- Community-based services (Music, art, garden and pet therapy).
- Behavioral health in-patient – 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.*

# Value Added Services



- Effective September 1, 2019, CentAccount rewards program is changing its name to My Health Pays. This change affects members in the STAR, STAR Health, STAR Kids, STAR+PLUS and CHIP populations.

CentAccount Rewards	My Health Pays Rewards
Rewarded Activities: Wellness visits, preventive screenings, etc. (Varies by product and is aligned with Value-Added Services effective September 1, 2018 to August 31, 2019)	Rewarded Activities: Wellness visits, preventive screenings, etc. (Varies by product and is aligned with Value-Added Services effective September 1, 2019 to August 31, 2020)
Card: Closed loop restricted spend card	Card: Visa pre-paid debit card
Redemption: CVS, Dollar General, family Dollar, Fred's, Rite Aid, Walmart, Walgreens	Redemption: Walmart/Sam's Club, utility bills, transportation, education, child care, rent, telecommunications

# HHS 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 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



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

- Individuals in the AAPCA program who met the following criteria were moved 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 did not meet the above criteria for STAR Kids were enrolled in STAR, on 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>.



superior  
healthplan™

## Provider Roles and Responsibilities

---

# Provider Roles and Responsibilities



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





# Health Home

---

# Health Homes



- Superior uses National Committee for Quality Assurance (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.



superior  
healthplan™

# Texas Health Steps Requirements

---

# Texas Health Steps Overview



- 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 21 years of age.
- 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:  
<https://hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/texas-health-steps/medical-providers>

# Required Elements of Checkup



- 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 <https://hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/texas-health-steps/medical-providers>.
  - Members under 3 years of age have multiple checkups within each year; 6 outpatient checkups in the first year.
  - Members over 3 years of age 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: <https://hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/texas-health-steps/forms>.
- More information is available through your local regional Texas Health Provider Relations Representatives:  
<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/health-services-providers/thsteps/th-regional-contacts.pdf>.

# Texas Health Steps Outreach and 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



- HHS 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 helpful pieces of information to ensure these children get the health-care services they need.
- The referral process for providers who provide care to Superior members who are children of traveling farm workers is to direct the parent to call Member Services for assistance on program benefits or to help schedule an appointment by calling 1-800-783-5386.

# Refusal of Exam



- Superior is required to log all member refusal for service to HHS.
- 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 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, he or she will need to submit certification to his or her Superior Account Manager.
  - The training information is available on the Oral Health Program website, along with the registration form. You can access the information at:  
<https://hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/texas-health-steps/medical-providers/oral-evaluation-fluoride-varnish-medical-home>
  - The 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 health-care facilities must report all blood lead tests and re-tests to the Texas Child Lead Registry.
- For more information and forms visit: <https://hhs.texas.gov/doing-business-hhs/provider-portals/health-services-providers/texas-health-steps/medical-providers>.

# Enrollment and Training



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



superior  
healthplan™

## Service Coordination

---



# 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.



superior  
healthplan™

## Prior Authorizations

---

# 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)
- Incomplete Information process
- LTSS authorization process
- Behavioral health prior authorization

# 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 [www.SuperiorHealthPlan.com/for-providers/provider-resources/](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 a.m. - 5:00 p.m. (CST) and speak to a live agent.

# LTSS Require Authorizations



- All LTSS require authorization:
  - Personal Attendant Services (PAS).
  - Day Activity & Health Services (DAHS) (available for > 18 years of age).
  - 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.

# TurningPoint HealthCare Solutions



- Effective November 15, 2019, Superior HealthPlan will be working with TurningPoint Healthcare Solutions, LLC to launch a new Surgical Quality and Safety Management Program.
- TurningPoint will be responsible for processing prior authorizations requests for medical necessity and appropriate length of stay for Musculoskeletal Surgical procedures.
- This new process applies to: STAR, STAR Health, STAR Kids, STAR+PLUS, CHIP, Allwell from Superior HealthPlan (HMO and HMO SNP) and Ambetter from Superior HealthPlan.
- Physicians will begin submitting requests to TurningPoint for prior authorization beginning on November 1, 2019 for dates of service on or after November 15, 2019.
- TurningPoint's Procedure Coding and Medical Policy Information can be located under Billing Resources found at [www.SuperiorHealthPlan.com/providers/resources.html](http://www.SuperiorHealthPlan.com/providers/resources.html).

# TurningPoint HealthCare Solutions



Prior authorization will be required for the following Musculoskeletal surgical procedures in both inpatient and outpatient settings\*:

Orthopedic Surgical Procedures	Spinal Surgical Procedures
Knee Arthroplasty and Arthroscopy	Spinal Fusion Surgeries
Uni/Bi-compartmental Knee Replacement	Cervical
Hip Arthroplasty and Arthroscopy	Lumbar
Acromioplasty and Rotator Cuff Repair	Thoracic
Ankle Fusion and Arthroplasty	Disc Replacement
Femoroacetabular Arthroscopy	Implantable Pain Pumps
Osteochondral Defect Repair	Laminectomy/Discectomy

*\*This is not an all-inclusive list. For a detailed list of impacted Current Procedural Terminology (CPT) codes, visit TurningPoint's Web Portal or [www.SuperiorHealthPlan.com/providers/preauth-check.html](http://www.SuperiorHealthPlan.com/providers/preauth-check.html).*



# TurningPoint HealthCare Solutions



- Emergency related procedures do not require authorization.
- It is the responsibility of the ordering physician to obtain authorization.
- Providers rendering the above services should verify that the necessary authorization has been obtained. Failure to do so may result in non-payment of claims.
- Authorization requirements for facility and radiology may also be applicable.
- For questions, utilization management or precertification, and to submit prior authorization requests, please contact TurningPoint at:
  - Web Portal Intake: <http://www.myturningpoint-healthcare.com>
  - Telephonic Intake: 469-310-3104 | 855-336-4391
  - Facsimile Intake: 214-306-9323



superior  
healthplan™

## Pharmacy Benefits

---

# Pharmacy Benefits



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

# Specialty Drugs



- Medications on the HHS 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)

# Family Planning: Long Acting Reversible Contraception (LARC)



- Providers, including hospital and facility providers, Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs), may be reimbursed for the insertion of the LARC, along with the device itself.
  - LARCs may be reimbursed to the hospital/facility, in addition to the facility reimbursement, when insertion is performed immediately postpartum.
    - Insertion within 10-15 minutes of placental delivery for IUDs.
    - Insertion prior to discharge for implantable contraceptive capsules.
  - FQHCs and RHCs may receive reimbursement for covered LARC devices in addition to the encounter rate paid for the visit.
- Providers can prescribe and obtain LARC products on the Medicaid formulary from certain specialty pharmacies that work with LARC manufacturers. Additional information on the pharmacy benefit can be located at: <https://www.txvendordrug.com/formulary/formulary/long-acting-reversible-contraception-products>.

# How to Access the Formulary/PDL



- Superior utilizes the Texas VDP formulary which is available on smartphones, tablets or similar technology on the web at: [www.epocrates.com](http://www.epocrates.com).
- Texas VDP 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 (3 day) supply of medication to any Member awaiting a prior authorization or medical necessity determination.
- If the prescribing provider cannot be reached or is unable to request a prior authorization, 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 and 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 20 years of age), 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 Prior Authorization Department).
  - PA Requests Phone: 1-800-218-7453 ext. 22272
  - PA Requests Fax: 1-866-683-5631
- Appeal (Superior Appeal Department).
  - Appeals Requests Fax: 1-866-918-2266
  - Appeals Requests Phone: 1-800-218-7453 ext. 22168



superior  
healthplan™

# Quality Improvement

---

# Quality Improvement



Working with our provider community:

- Manage and review annual Healthcare Effectiveness Data and Information Set (HEDIS) rates to identify interventions to improve HEDIS scores.
- Maintain compliance with quality related areas of HHS 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.



superior  
healthplan™

# Fraud, Waste and Abuse

---

# Fraud, Waste and Abuse



- Report fraud, waste or abuse:
  - Call the Office of Inspector General (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)



superior  
healthplan™

# Abuse, Neglect and Exploitation

---



# 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 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 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



- HHS
  - 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.
    - Call: 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.



# Medicaid Action, Appeals and Fair Hearing

---

# Medicaid “Action”



- Adverse determination is 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 timely decision.

# 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 60 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 5 business days.
- MCO will provide resolution of an appeal within 30 calendar days (expedited appeals are addressed within 72 hours).

# HHSC Fair Hearing



- Members have the right to access the HHS Fair Hearing process after they have exhausted the appeals process.
- Members must request a Fair Hearing within 90 days of the MCO notice of action.
- HHS 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.
- A HHS Fair Hearing Officer makes the determination on a Fair Hearing request.



superior  
healthplan™

## Claims – Filing and Payment

---



# 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 the Secure Provider Portal:  
[www.Provider.SuperiorHealthPlan.com](http://www.Provider.SuperiorHealthPlan.com).
- 24(I) Qualifier ZZ, 24J(a) Taxonomy Code, 24J(b) National Provider Identifier (NPI) are all required when billing Superior claims.

# Claims Filing: Submitting Claims



- Secure Provider Portal:
  - [Provider.SuperiorHealthPlan.com/sso/login](https://Provider.SuperiorHealthPlan.com/sso/login)
- Electronic Claims:
  - Visit the web for a list of our Trading Partners:  
[www.SuperiorHealthPlan.com/providers/resources/electronic-transactions.html](https://www.SuperiorHealthPlan.com/providers/resources/electronic-transactions.html)
  - 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.*

*Please note: Effective January 1, 2020, medical eye services, provided by an ophthalmologist, will be submitted to Superior HealthPlan for processing.*

# Claims Filing: Deadlines



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

# CMS 1500 Requirements



If populated:

17a NPI # and  
Taxonomy #

**HEALTH INSURANCE CLAIM FORM**  
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 05/12

1. MEDICARE (Medicare) ☐ TRICARE (Tricare) ☐ CHAMPVA (Champion) ☐ GROUP HEALTH PLAN (Group Health Plan) ☐ OTHER (Other) ☐

2. PATIENT'S NAME (Last Name, First Name, Middle Initial)

3. PATIENT'S BIRTH DATE (MM/DD/YY)

4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No. Street)

6. PATIENT RELATIONSHIP TO INSURED (Self, Spouse, Child, Other)

7. INSURED'S ADDRESS (No. Street)

8. RESERVED FOR NUCC USE

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)

10. IS PATIENT'S CONDITION RELATED TO:

11. INSURED'S POLICY GROUP OR FECA NUMBER

12. OTHER INSURED'S POLICY OR GROUP NUMBER

13. EMPLOYMENT (Current or Previous)

14. INSURED'S DATE OF BIRTH (MM/DD/YY)

15. RESERVED FOR NUCC USE

16. AUTO ACCIDENT?

17. OTHER CLAIM ID (Designated by NUCC)

18. INSURANCE PLAN NAME OR PROGRAM NAME

19. ARE THERE ANOTHER HEALTH BENEFIT PLANS?

20. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE

21. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE

22. DATE OF CURRENT ILLNESS OR INJURY (MM/DD/YY)

23. OTHER DATE (MM/DD/YY)

24. DATES PATIENT UNABLE TO WORK (FROM MM/DD/YY TO MM/DD/YY)

25. NAME OF PROVIDER PROVIDING OTHER SERVICE

26. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)

27. HONORIFICATION DATES RELATED TO CURRENT SERVICE (FROM MM/DD/YY TO MM/DD/YY)

28. OUTSIDE LAST

29. SUBMISSION CODE

30. PRIOR AUTHORIZATION NUMBER

31. DATES OF SERVICE (FROM MM/DD/YY TO MM/DD/YY)

32. PLACE OF SERVICE (FMS, OPTIMUS, MODER, PERIVER)

33. BILLING PROVIDER NPI & TAX #

34. FEDERAL TAX ID NUMBER

35. PATIENT'S ACCOUNT NO.

36. ACCEPT ASSIGNMENT?

37. TOTAL CHARGE

38. AMOUNT PAID

39. Need for NUCC Use

40. SIGNATURE OF PHYSICIAN OR SUPPLIER

41. SERVICE FACILITY LOCATION INFORMATION

42. BILLING PROVIDER NPI & TAX #

43. NPI

44. NPI

45. NPI

46. NPI

47. NPI

48. NPI

49. NPI

50. NPI

51. NPI

52. NPI

53. NPI

54. NPI

55. NPI

56. NPI

57. NPI

58. NPI

59. NPI

60. NPI

61. NPI

62. NPI

63. NPI

64. NPI

65. NPI

66. NPI

67. NPI

68. NPI

69. NPI

70. NPI

71. NPI

72. NPI

73. NPI

74. NPI

75. NPI

76. NPI

77. NPI

78. NPI

79. NPI

80. NPI

81. NPI

82. NPI

83. NPI

84. NPI

85. NPI

86. NPI

87. NPI

88. NPI

89. NPI

90. NPI

91. NPI

92. NPI

93. NPI

94. NPI

95. NPI

96. NPI

97. NPI

98. NPI

99. NPI

100. NPI

101. NPI

102. NPI

103. NPI

104. NPI

105. NPI

106. NPI

107. NPI

108. NPI

109. NPI

110. NPI

111. NPI

112. NPI

113. NPI

114. NPI

115. NPI

116. NPI

117. NPI

118. NPI

119. NPI

120. NPI

121. NPI

122. NPI

123. NPI

124. NPI

125. NPI

126. NPI

127. NPI

128. NPI

129. NPI

130. NPI

131. NPI

132. NPI

133. NPI

134. NPI

135. NPI

136. NPI

137. NPI

138. NPI

139. NPI

140. NPI

141. NPI

142. NPI

143. NPI

144. NPI

145. NPI

146. NPI

147. NPI

148. NPI

149. NPI

150. NPI

151. NPI

152. NPI

153. NPI

154. NPI

155. NPI

156. NPI

157. NPI

158. NPI

159. NPI

160. NPI

161. NPI

162. NPI

163. NPI

164. NPI

165. NPI

166. NPI

167. NPI

168. NPI

169. NPI

170. NPI

171. NPI

172. NPI

173. NPI

174. NPI

175. NPI

176. NPI

177. NPI

178. NPI

179. NPI

180. NPI

181. NPI

182. NPI

183. NPI

184. NPI

185. NPI

186. NPI

187. NPI

188. NPI

189. NPI

190. NPI

191. NPI

192. NPI

193. NPI

194. NPI

195. NPI

196. NPI

197. NPI

198. NPI

199. NPI

200. NPI

201. NPI

202. NPI

203. NPI

204. NPI

205. NPI

206. NPI

207. NPI

208. NPI

209. NPI

210. NPI

211. NPI

212. NPI

213. NPI

214. NPI

215. NPI

216. NPI

217. NPI

218. NPI

219. NPI

220. NPI

221. NPI

222. NPI

223. NPI

224. NPI

225. NPI

226. NPI

227. NPI

228. NPI

229. NPI

230. NPI

231. NPI

232. NPI

233. NPI

234. NPI

235. NPI

236. NPI

237. NPI

238. NPI

239. NPI

240. NPI

241. NPI

242. NPI

243. NPI

244. NPI

245. NPI

246. NPI

247. NPI

248. NPI

249. NPI

250. NPI

251. NPI

252. NPI

253. NPI

254. NPI

255. NPI

256. NPI

257. NPI

258. NPI

259. NPI

260. NPI

261. NPI

262. NPI

263. NPI

264. NPI

265. NPI

266. NPI

267. NPI

268. NPI

269. NPI

270. NPI

271. NPI

272. NPI

273. NPI

274. NPI

275. NPI

276. NPI

277. NPI

278. NPI

279. NPI

280. NPI

281. NPI

282. NPI

283. NPI

284. NPI

285. NPI

286. NPI

287. NPI

288. NPI

289. NPI

290. NPI

291. NPI

292. NPI

293. NPI

294. NPI

295. NPI

296. NPI

297. NPI

298. NPI

299. NPI

300. NPI

301. NPI

302. NPI

303. NPI

304. NPI

305. NPI

306. NPI

307. NPI

308. NPI

309. NPI

310. NPI

311. NPI

312. NPI

313. NPI

314. NPI

315. NPI

316. NPI

317. NPI

318. NPI

319. NPI

320. NPI

321. NPI

322. NPI

323. NPI

324. NPI

325. NPI

326. NPI

327. NPI

328. NPI

329. NPI

330. NPI

331. NPI

332. NPI

333. NPI

334. NPI

335. NPI

336. NPI

337. NPI

338. NPI

339. NPI

340. NPI

341. NPI

342. NPI

343. NPI

344. NPI

345. NPI

346. NPI

347. NPI

348. NPI

349. NPI

350. NPI

351. NPI

352. NPI

353. NPI

354. NPI

355. NPI

356. NPI

357. NPI

358. NPI

359. NPI

360. NPI

361. NPI

362. NPI

363. NPI

364. NPI

365. NPI

366. NPI

367. NPI

368. NPI

369. NPI

370. NPI

371. NPI

372. NPI

373. NPI

374. NPI

375. NPI

376. NPI

377. NPI

378. NPI

379. NPI

380. NPI

381. NPI

382. NPI

383. NPI

384. NPI

385. NPI

386. NPI

387. NPI

388. NPI

389. NPI

390. NPI

391. NPI

392. NPI

393. NPI

394. NPI

395. NPI

396. NPI

397. NPI

398. NPI

399. NPI

400. NPI

401. NPI

402. NPI

403. NPI

404. NPI

405. NPI

406. NPI

407. NPI

408. NPI

409. NPI

410. NPI

411. NPI

412. NPI

413. NPI

414. NPI

415. NPI

416. NPI

417. NPI

418. NPI

419. NPI

420. NPI

421. NPI

422. NPI

423. NPI

424. NPI

425. NPI

426. NPI

427. NPI

428. NPI

429. NPI

430. NPI

431. NPI

432. NPI

433. NPI

434. NPI

435. NPI

436. NPI

437. NPI

438. NPI

439. NPI

440. NPI

441. NPI

442. NPI

443. NPI

444. NPI

445. NPI

446. NPI

447. NPI

448. NPI

449. NPI

450. NPI

451. NPI

452. NPI

453. NPI

454. NPI

455. NPI

456. NPI

457. NPI

458. NPI

459. NPI

460. NPI

461. NPI

462. NPI

463. NPI

464. NPI

465. NPI

466. NPI

467. NPI

468. NPI

469. NPI

470. NPI

471. NPI

472. NPI

473. NPI

474. NPI

475. NPI

476. NPI

477. NPI

478. NPI

479. NPI

480. NPI

481. NPI

482. NPI

483. NPI

484. NPI

485. NPI

486. NPI

487. NPI

488. NPI

489. NPI

490. NPI

491. NPI

492. NPI

493. NPI

494. NPI

495. NPI

496. NPI

497. NPI

498. NPI

499. NPI

500. NPI

501. NPI

502. NPI

503. NPI

504. NPI

505. NPI

506. NPI

507. NPI

508. NPI

509. NPI

510. NPI

511. NPI

512. NPI

513. NPI

514. NPI

515. NPI

516. NPI

517. NPI

518. NPI

519. NPI

520. NPI

521. NPI

522. NPI

523. NPI

524. NPI

525. NPI

526. NPI

527. NPI

528. NPI

529. NPI

530. NPI

531. NPI

532. NPI

533. NPI

534. NPI

535. NPI

536. NPI

537. NPI

538. NPI

539. NPI

540. NPI

541. NPI

542. NPI

543. NPI

544. NPI

545. NPI

546. NPI

547. NPI

548. NPI

549. NPI

550. NPI

551. NPI

552. NPI

553. NPI

554. NPI

555. NPI

556. NPI

557. NPI

558. NPI

559. NPI

560. NPI

561. NPI

562. NPI

563. NPI

564. NPI

565. NPI

566. NPI

567. NPI

568. NPI

569. NPI

570. NPI

571. NPI

572. NPI

573. NPI

574. NPI

575. NPI

576. NPI

577. NPI

578. NPI

579. NPI

580. NPI

581. NPI

582. NPI

583. NPI

584. NPI

585. NPI

586. NPI

587. NPI

588. NPI

589. NPI

590. NPI

591. NPI

592. NPI

593. NPI

594. NPI

595. NPI

596. NPI

597. NPI

598. NPI

599. NPI

600. NPI

601. NPI

602. NPI

603. NPI

604. NPI

605. NPI

606. NPI

607. NPI

608. NPI

609. NPI

610. NPI

611. NPI

612. NPI

613. NPI

614. NPI

615. NPI

616. NPI

617. NPI

618. NPI

619. NPI

620. NPI

621. NPI

622. NPI

623. NPI

624. NPI

625. NPI

626. NPI

627. NPI

628. NPI

629. NPI

630. NPI

631. NPI

632. NPI

633. NPI

634. NPI

635. NPI

636. NPI

637. NPI

638. NPI

639. NPI

640. NPI

641. NPI

642. NPI

643. NPI

644. NPI

645. NPI

646. NPI

647. NPI

648. NPI

649. NPI

650. NPI

651. NPI

652. NPI

653. NPI

654. NPI

655. NPI

656. NPI

657. NPI

658. NPI

659. NPI

660. NPI

661. NPI

662. NPI

663. NPI

664. NPI

665. NPI

666. NPI

667. NPI

668. NPI

669. NPI

670. NPI

671. NPI

672. NPI

673. NPI

674. NPI

675. NPI

676. NPI

677. NPI

678. NPI

679. NPI

680. NPI

681. NPI

682. NPI

683. NPI

684. NPI

685. NPI

686. NPI

687. NPI

688. NPI

689. NPI

690. NPI

691. NPI

692. NPI

693. NPI

694. NPI

695. NPI

696. NPI

697. NPI

698. NPI

699. NPI

700

# 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:
  - Electronic Data Interchange (EDI) rejection/acceptance reports.
  - Rejection letters.\*
  - Secure Provider 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 2 ways of submitting your claims to Superior:

1. 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.
2. Paper: Mailed to our processing center
  - Your response to your submission is viewable via rejection letters, Superior Secure Provider Portal and EOPs.

*Please note: On all correspondence, please reference either the 'Claim Number' or 'Control Number'.*

# 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: 5 [REDACTED]

Account: AYE09245

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 (DOB) 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, diagnosis (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, Texas Medicaid Benefits 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.
  - Prior authorization 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 (Electronic 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, call 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.

# Ophthalmology for Medical Eye Care Services



- Effective for service dates beginning January 1, 2020, Superior will assume the management of medical eye care services delivered by ophthalmologists for all Superior members.
- Envolve Vision will continue to manage routine eye care services and full-scope of licensure optometric services for Superior.

# Ophthalmology for Medical Eye Care Services



- Beginning January 1, 2020, Superior will manage all functions for ophthalmologists providing medical eye care services, including but not limited to:
  - Claim Processing and Appeals
  - Contracting/Credentialing
  - Prior Authorization
  - Retrospective Utilization Review
  - Medical Necessity Appeals
  - Provider Complaints Related to Medical Eye Care Services
  - Provider Relations/Account Management
  - Provider Services
  - Secure Provider Portal
- For code-specific details of services requiring prior authorization, refer to Superior's Prior Authorization tool:  
[www.SuperiorHealthPlan.com/providers/preauth-check.html](http://www.SuperiorHealthPlan.com/providers/preauth-check.html).



## Claims – Electronic Visit Verification (EVV)

---



# What is Electronic Visit Verification (EVV)?



- The 21st Century Cures Act Section 12006 is a federal law requiring all states to use Electronic Visit Verification (EVV) for Medicaid personal care services and home health services.
- Attendants providing covered services to an individual or health plan member must use the selected EVV system to record visit arrival and departure times.
- The provider agency will use the time recorded in the EVV system to determine billable units/hours before requesting payment.
- The computer-based system:
  - Electronically verifies the occurrence of authorized personal attendant service visits.
  - Electronically documents the precise time a service delivery visit begins and ends.

# Programs and Services Requiring EVV



- STAR Kids:
  - Personal Care Services (PCS)
  - In-home respite services
  - Flexible family support services
  - Community First Choice (CFC)-PAS and Habilitation (HAB)
- STAR Health:
  - Personal Care Services (PCS)
  - Community First Choice (CFC)-PAS and Habilitation (HAB)
- STAR+PLUS:
  - Personal Attendant Services (PAS)
  - Personal Care Services (PCS)
  - In-Home Respite Services
  - Community First Choice (CFC)-PAS and Habilitation (HAB)
  - Protective Supervision

# EVV Claims



- Providers will verify EVV service visits using their selected EVV vendor system.
- EVV claims are forwarded to Superior after the matching process is performed by the EVV Aggregator.
- EVV claim line items without matching EVV visit transactions will not be paid.
- To avoid denials, personal attendant services (PAS) claims for multiple dates of service should be billed on a separate line for each day with the number of units per day.

# EVV Changes Effective September 1, 2019



- Effective September 1, 2019, program providers required to use EVV must bill EVV-relevant claims to TMHP and are subject to the EVV claims matching process.
- Additionally, effective September 1, 2019, STAR+PLUS, PAS and In-Home Respite increments changed from 1 hour to 15 minute units.
  - Please refer to the Long-Term Services and Supports (LTSS) billing matrix and the EVV Service Bill Codes table for further clarification.
- Program providers should always verify EVV visits are accepted in the EVV Portal prior to claim submission.

# EVV Changes Effective September 1, 2019



- Prior to submitting claims to Superior for adjudication, the EVV Aggregator matches EVV claim items billed with accepted EVV visit transactions using the following data elements:
  - Medicaid ID.
  - EVV visit date and claim date of service.
  - National Provider Identifier (NPI) or Atypical Provider Identifier (API).
  - Healthcare Common Procedure Coding System (HCPCS) code.
  - HCPCS modifiers, if applicable.
  - Units.
- EVV claims that are not successfully matched with EVV visit transactions will result in denial.
- Providers are required to resubmit any claim denials back to TMHP.

# CDS EVV – Effective January 1, 2021



- Effective January 1, 2021, financial management services agencies (FMSAs) will be required to use EVV for Consumer Directed Services (CDS).
- It is the responsibility of the FMSA to select an EVV vendor or elect to use a proprietary system to collect and transmit EVV visit data.
- EVV vendors will provide training to CDS employers and FMSAs on their EVV system.
- CDS employers are responsible for training their attendants on how to clock in/out of their EVV system.

# CDS EVV – Billing After December 1, 2020



- CDS claims billed with dates of service on or after December 1, 2020 must be submitted to TMHP and will be subject to the EVV claims matching process.
- CDS claims must match EVV transaction data, including:
  - Medicaid ID.
  - EVV visit date.
  - NPI or API
  - HCPCS Codes.
  - HCPCS modifiers, if applicable.
- All CDS claims line items billed without matching EVV visit transactions will result in denials
- CDS employers will not use the EVV Portal. Instead, they will use the EVV vendor's system to view EVV data and reports.
- For more information on EVV milestones relating to CDS, please refer to the HHSC 21<sup>st</sup> Century Cures Act webpage: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/electronic-visit-verification/21st-century-cures-act>.

# Telemedicine and Telehealth

---



# What is Telemedicine?



- Telemedicine services are medical services delivered by a physician to a patient at a different physical location. Using telecommunications or information technology, providers are able to see and hear the patient in “real” time.
- Providers must be licensed in Texas or be under the supervision of a provider licensed in Texas. Provider types able to practice telemedicine include:
  - Physicians
  - Clinical Nurse Specialists
  - Nurse Practitioners
  - Physician’s Assistants
  - Certified Nurse Midwives
- Providers must receive informed consent to treat using telemedicine services from the patient, patient’s parent or the patient’s guardian.

# What is Telehealth?



- Telehealth services are behavioral health services delivered by a physician to a patient at a different physical location. Using telecommunications or information technology, that allows the providers are able to see and hear the patient in “real” time.
- A distant site provider does not need to conduct a physical examination in order for behavioral health services to be rendered. The distant site provider is able to conduct a “face-to-face” evaluation via telehealth at an established medical site prior to providing ongoing care. They may also provide treatment for a patient referred by another physician who completed a “face-to-face” evaluation via telemedicine at an established medical site.
  - The Centers for Medicare and Medicaid Services (CMS) define the distant site as the telehealth site where the provider/specialist is seeing the patient at a distance or consulting with a patient’s provider.
- Telehealth is a benefit when provided by these provider types:
  - Licensed Professional Counselor
  - Licensed Marriage and Family Therapists (LMFT)
  - Licensed Clinical Social Workers (LCSW)
  - Psychologist
  - Licensed Psychological Associate
  - Provisionally Licensed Psychologist
  - Licensed Dietitian

# Covered Benefits of Telemedicine and Telehealth



- Telemedicine and Telehealth may be delivered via:
  - Synchronous (real time) audiovisual interaction between the provider and the client in another location using a mobile app or live online video.
  - Asynchronous technology (i.e. patient sends information to the provider and provider responds after review). Documentation may include:
    - Clinically relevant photographic or video images, including diagnostic images.
    - The patients medical records (i.e. medical history, lab results and prescriptive histories).
  - Other forms of audiovisual communication that allow the provider to meet the in-person visit standard of care.
- Reimbursement may not be provided for audio-only interactions such as:
  - Telephone consultations.
  - Text-only email messages.
  - Facsimile transmissions.

# Covered Benefits of Telemedicine and Telehealth



- For a list of CPT codes that are covered under telemedicine and telehealth, please see pages 6 and 10 of the TMHP Telecommunication Services Handbook ([www.TMHP.com](http://www.TMHP.com)).
  - The codes listed must be billed with modifier 95.
  - Procedure codes for behavioral health services are subject to the same benefits and limitations as in-person visits.
- For behavioral health services, Q3014 must be billed with modifier 95.
- Patient site providers may be reimbursed for Q3014 in a facility setting; however, it is not a benefit of telehealth services.
- Texas Health Steps checkups are not a benefit under telemedicine or telehealth.
- Distant site providers issuing prescriptions must follow the same standards as would be applied during an in-person visit.



superior  
healthplan™

## Secure Provider Portal

---

# Superior's Website and Secure Provider Portal



Visit [www.SuperiorHealthPlan.com](http://www.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



- Visit [Provider.SuperiorHealthPlan.com](https://Provider.SuperiorHealthPlan.com).
- Enter your provider/group name, tax identification number (TIN), 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 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 Secure Provider 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 18 months prior.
- View Web Claims
  - Click on the claims module to view the last 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 (NOP)
- 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 and 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 months
    - No chlamydia test in past 12 months in patient 16-25 years old
    - No PAP in past 12 months
  - Diabetes:
    - DM - Not seen in past 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



superior  
healthplan™

# Superior HealthPlan Departments

*We're here to help you!*

# 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 Grant Program



- Grants of up to \$5,000 are available each quarter to participating Superior providers promoting the health and well-being of the community.
- Deadline for submission is the last business day of the quarter.
- Providers can apply each quarter, but can only receive the grant once per year.
- Applicants will be notified of Superior's Grant committee's decision the month following the end of the quarter.
- Applications can be submitted on the Superior website:  
[www.SuperiorHealthPlan.com/providers/resources/provider-grants-program.html](http://www.SuperiorHealthPlan.com/providers/resources/provider-grants-program.html).
- Please note that submitting an online application does not guarantee funding. Please contact [SHP.Grants@SuperiorHealthPlan.com](mailto:SHP.Grants@SuperiorHealthPlan.com) with any additional questions.

# 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 and 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:  
[www.SuperiorHealthPlan.com/for-providers/join-our-network/](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 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 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:  
[www.SuperiorHealthPlan.com/complaint-form/](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.*



superior  
healthplan™

## Questions and Answers

---