

Physician Certification (2601) – STAR Kids and STAR Health

Frequently Asked Questions



Texas Health and Human Services (HHS) requires a Screening and Assessment Instrument (SAI) assessment to be conducted when a STAR Kids or STAR Health member is released from the HHS interest list for Home and Community-Based Services (HCBS) in the Medically Dependent Children Program (MDCP). Following the assessment, Superior HealthPlan will supply the medical provider with the Physician Certification (2601) (Medical Necessity [MN] Form), certifying that the STAR Kids or STAR Health member meets nursing facility level of care. Once all information is received, final determination will be made by Texas Medicaid & Healthcare Partnership (TMHP).

Superior's goal is to facilitate a holistic collaboration between the medical provider and Superior's Service Coordination team to prevent high-risk members from being institutionalized. Additional services can be provided under the HCBS waiver program that would keep the member safe in a community setting. This collaboration includes increased home visits with the member and increased telephonic communication to ensure the member's needs are being met, as well as the opportunity to ensure that any underlying medical condition(s) or complications are addressed appropriately.

What is a Physician Certification (2601) (Medical Necessity [MN] Form)?

The MN Form is the physician's certification of medical necessity for the member's need for ongoing services under the supervision of a physician. Services can be provided in the home or a community-based setting or in a nursing facility.

STAR Kids and STAR Health members who meet program requirements are eligible to receive the following MDCP services, but are not limited to:

- Minor Home Modifications (MHM)
- Respite Services
- Flexible Family Support Services
- Transition Assistance Services
- Adaptive Aids
- Supported Employment
- Community First Choice (CFC) Services
- Employment Assistance

When is a MN signature required from the provider?

The medical provider's signature is required only at initial request of STAR Kids or STAR Health MDCP services, and any significant Change in Condition (CIC). TMHP will grant final approval for STAR Kids or STAR Health MDCP services.

Who can sign a MN Form?

The MN Form must be signed and obtained from a Physician (MD), Osteopathic Medicine (DO) or Military Physician, who has examined the member and reviewed the medical record within the last 12 months. The provider must be a Medicaid provider.

What is the physician certifying on the MN Form?

The physician is certifying that the member meets the nursing facility level of care, and that the member would benefit from the additional services that are provided under the HCBS program. By signing this form, the provider is not certifying that the member needs to be institutionalized. These additional benefits will provide the member with a higher level of service coordination, including Registered Nurse care, additional home visits and further Medicaid benefits that will allow them to stay safe in the community.

What is required to be completed on the MN Form by the medical provider?

- Member's name, Social Security number and date of birth
- Primary diagnosis, diseases and/or other diagnosis
 - *Note: The physician may add or remove diagnoses.*
- Physician's signature, date, credentials and TX Physician License number
- Certification boxes (if applicable), by checking Yes or No

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Which form can be used as a MN Form?

Physician Certification (2601 Form)

Can the medical provider locate a MN Form on the Superior website?

Yes, the [Physician Certification \(2601 Form\) \(PDF\)](#) can be found under the **Member Management** section of [Superior's Providers Forms webpage](#).

How does the MN process work?

Following the STAR Kids and STAR Health SAI assessment, the medical provider will receive the MN Form from Superior to certify that the member meets nursing facility level of care, and that the member has been seen by the medical provider in the last 12 months.

How quickly does the provider need to sign and return the form?

Superior has 60 days to complete the assessment process for the STAR Kids and STAR Health MDCP services, which includes obtaining a physician's signature for the STAR Kids and STAR Health SAI assessment. If Superior does not obtain the signed copy of the MN Form within **5** business days of the initial request to the member's physician, Superior will make additional attempts to obtain the signature.

Can the medical provider sign the MN Form electronically or via fax?

Yes, the medical provider can return the MN electronically or via fax:

- **Electronically:** Adobe Sign e-signature can be used to sign and submit the MN Form. Forms using an Adobe Sign e-signature can be returned to SHP.Intake@SuperiorHealthPlan.com.
- **Fax:** Medical providers can fax the completed MN Form to 1-866-703-0502.

How can the medical provider register for Adobe Sign?

For more information on Adobe Sign e-signature, please review [Adobe Sign Electronic Signature](#), found under the **Process Improvement Resources** section of [Superior's Texas Medicaid Resources webpage](#).

Can the provider view STAR Kids and STAR Health SAI online?

Yes, the member's assessment is available on [Superior's Secure Provider Portal](#) for review.

What happens if the medical provider sends Superior an incomplete MN Form?

Superior will contact the provider as soon as possible to obtain the missing elements and ensure the form is correctly and entirely completed.

What happens if the member's medical provider does not respond to the MN signature request?

If there is no response from the medical provider to obtain the MN Form, a letter is sent to the member advising them that Superior has been unsuccessful. Superior will then notify the Program Support Unit (PSU) at HHS.

What happens if the MN signature is received after notifying PSU?

If an approved MN Form is received after Superior notifies PSU of the inability to obtain, Superior will wait for a response from PSU to continue with the process. If TMHP approves the MN request, Superior will enter the authorization from the date the MN Form was received. Superior does not enter retro-authorizations.

What happens if the medical provider certifies as "No" on the MN Form?

The member will have the opportunity to appeal and/or request a fair hearing. The appeal request will be sent to a Superior Medical Director for review.

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Will the medical provider be notified of the final TMHP MN decision?

The medical provider will not be notified of the final TMHP MN decision. The medical provider will only be notified if TMHP places the member on Pending Denial status. Upon placement of Pending Denial status, the medical provider will have 14 business days to submit additional information. If no additional information is provided, TMHP will proceed to make medical determination with the available information.

Who can the medical provider contact if they have additional questions?

For any inquiries on the MN Form, the medical provider can contact Superior Member Services:

- **STAR Health:** 1-866-912-6283
- **STAR Kids:** 1-844-433-2074