

# Medicaid & CHIP Resources for Your Patients



## Disease Management Programs

Superior provides Disease Management for chronic medical and behavioral health conditions to help individuals improve their health and well-being. Superior health coaches coordinate with both the member and their providers to focus on disease-specific conditions. For a comprehensive overview and breakdown of programs, please visit the webpage below:

- [www.superiorhealthplan.com/members/medicaid/health-wellness/disease-management.html](http://www.superiorhealthplan.com/members/medicaid/health-wellness/disease-management.html)

***Please note:*** Not all programs are available for all plans. Restrictions and limitations may apply.

## Start Smart for Your Baby® Program

Start Smart for Your Baby® (Start Smart) is an award-winning Care Management program available to women who are pregnant or just had a baby. Start Smart is a comprehensive program that covers all phases of pregnancy, postpartum and newborn periods. The program includes educational materials for newly identified pregnant members and for new mothers after delivery. For more information, please visit the webpage below:

- [SuperiorHealthPlan.com/Pregnancy](http://SuperiorHealthPlan.com/Pregnancy)

***Please note:*** To help our members in getting started, providers may assist by submitting a Notification of Pregnancy (NOP) and by calling Member Services.

## Equip

Equip provides individualized, evidence-based eating disorder treatment through virtual care—ensuring that everyone has access to effective, gold-standard treatment. For more information, please visit the Equip website below:

- <https://equip.health/providers>

## For Provider Referrals:

- Email: [refer@equip.health](mailto:refer@equip.health)
- Call: [1-855-387-4378](tel:1-855-387-4378) (Admissions team)
- Fax: 1-619-436-4739

## Care Management & Service Coordination

Care Managers are nurses, social workers or other professionals who can help a member with medical or socially complex needs. To learn more, visit the webpage below:

- [SuperiorHealthPlan.com/CareManagement](http://SuperiorHealthPlan.com/CareManagement)

## Member Services/Advocates

Superior has designated Member Services representatives who can help the member find a doctor, make an appointment, get a new ID card, or learn more about their benefits and services. For more information, visit the webpage below:

- [www.superiorhealthplan.com/contact-us/member-services-faq.html](http://www.superiorhealthplan.com/contact-us/member-services-faq.html)

Member Advocates can assist a member or their representative through the adverse benefit determination appeal process, assist with adherence to timelines to request appeal, and ensure members understand their rights and responsibilities as an appellant.

For assistance, call our Member Services Department (Monday-Friday, 8 a.m.–5 p.m., CST) to request a member advocate's assistance using one of the numbers listed below (based on the member's plan):

- STAR/CHIP: [1-800-783-5386](tel:1-800-783-5386)
- STAR+PLUS: [1-877-277-9772](tel:1-877-277-9772)

- STAR Health: [1-866-912-6283](tel:1-866-912-6283)
- STAR Kids: [1-844-590-4883](tel:1-844-590-4883)

### **Value-Added Services**

Superior members have access to extra services in addition to Medicaid-covered benefits and services, depending on their health needs. These are called Value-added Services (VAS). For the most up-to-date and comprehensive list of all VAS available to members, please visit the webpage below:

- [SuperiorHealthPlan.com/VAS](http://SuperiorHealthPlan.com/VAS)

### **Member Resources**

Superior is committed to providing our members with the resources they need to ensure the best possible care. For additional member resources please visit the webpage below:

- [SuperiorHealthPlan.com/MemberResources](http://SuperiorHealthPlan.com/MemberResources)
- [FosterCareTX.com/MemberResources](http://FosterCareTX.com/MemberResources)

## **Additional STAR Health (foster care) Resources**

### **Health Passport**

Superior's Health Passport is a web-based, secure application built using core clinical and claims information to deliver relevant healthcare information for members, when and where it is needed. Providers can improve care coordination, eliminate waste and reduce errors by gaining a better understanding of their patient's medical history and health interactions. For additional information, please visit the webpage below:

- [FosterCareTX.com/HealthPassportInfo](http://FosterCareTX.com/HealthPassportInfo)

### **Turning Point**

Turning Point offers programs for emergency assessment and crisis intervention to help support families avoid behavioral health ER visits and inpatient admissions. This program is offered at no cost. For more information, please visit the webpage below:

- [www.fostercaretx.com/for-members/stay-healthy/behavioral-health/turning-point.html](http://www.fostercaretx.com/for-members/stay-healthy/behavioral-health/turning-point.html)

### **Transitioning Youth**

Members can still get the same benefits and services from Superior after turning 18, as long as the member still lives in Texas. These services will continue until the members' 21<sup>st</sup> birthday. Plus, they will be able to participate in the adolescent 2 Adult (a2A) program, which offers reward dollars for completing health checkups.

For questions regarding aging out of foster care, call STAR Health Member Services at [1-866-912-6283](tel:1-866-912-6283).

***Please Note:*** *This document is intended for provider use only. Please do not share this document with members. It is meant to serve as a guide to help providers better understand the services and programs available to support their members.*