

2019 Child Welfare Judges Conference

*STAR Health Panel on Resources for Children
in CPS Cases*

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October 22, 2019



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STAR Health: Medicaid and CHIP Services

Marisa Luera, HHSC



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STAR Health Program, Since 2008

What is it?

- A comprehensive, statewide Medicaid managed care program to meet the needs of children in foster care.

Who can enroll?

- Immediate eligibility for children in DFPS care and for former foster care children to age 21. Youth aged 18-22 who sign extended foster care agreements are also eligible.

Who provides services?

- Services are delivered through a single health plan under contract with HHSC.

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Program Design

- STAR Health provides standard Medicaid benefits plus features tailored to meet the needs of children in foster care.
 - Immediate eligibility and access to medical care through a statewide provider network.
 - Service coordination and service management.
 - Special screenings and needs assessments.
 - Increased focus on behavioral health services.
 - Access to an electronic Health Passport.
 - A range of enhancements to support members.

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Medicaid Benefits

- Traditional Medicaid benefits for children
- Primary care provider (PCP) and a medical home
- Unlimited prescriptions
- Unlimited necessary days in a hospital
- Long term services and supports
 - Private duty nursing (PDN)
 - Personal care services (PCS)
 - Community First Choice (CFC) services
- Dental
- Vision



Medicaid Benefits (cont.)

- Behavioral health benefits
 - Mental health treatment services
 - Screenings during Texas Health Steps exams
 - Psychiatric diagnostic evaluation and psychotherapy
 - Psychological and neuropsychological testing
 - Individual, family, and group counseling

Medicaid Benefits (cont.)

- Behavioral health benefits
 - Mental health treatment services (cont.)
 - Inpatient psychiatric care in a general acute care hospital and inpatient care in psychiatric hospitals (for people age 20 and younger and age 65 and older)
 - Psychotropic medications and pharmacological management of medications
 - Mental health targeted case management and rehabilitative services for adults with severe and persistent mental illness or children with severe emotional disturbance



Medicaid Benefits (cont.)

- Behavioral health benefits (cont.)
 - Substance Use Disorder (SUD) services
 - Screening, Brief Intervention, and Referral (SBIRT)
 - Assessment by SUD provider
 - Outpatient treatment (e.g., individual and group outpatient counseling)
 - Medication assisted therapy (MAT) (e.g., methadone for opioid use disorder)
 - Residential detoxification
 - Ambulatory detoxification



Medicaid Waivers

- Home and community-based services (HCBS) 1915(c) waivers let states provide HCBS as an alternative for people who meet eligibility criteria for care in an institution (nursing facility, intermediate care facility for individuals with an intellectual disability or related condition, or hospital). Texas HCBS 1915(c) waivers include:
 - Home and Community-based Services (HCS)
 - Community Living Assistance and Support Services (CLASS)
 - Texas Home Living (TxHmL)
 - Deaf Blind with Multiple Disabilities (DBMD)
 - Medically Dependent Children Program (MDCP)
 - Youth Empowerment Services (YES)



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Other Services

- Crisis stabilization and psychiatric hospital diversion program designed to decrease unnecessary acute psychiatric hospitalizations while improving placement stability.
 - Three key components :
 - Mobile crisis team evaluates and assists with stabilization.
 - Group home provides crisis stabilization, intensive outpatient programming, and therapy.
 - Child psychiatrist provides medication oversight and management.
 - Available in Ft. Worth, San Antonio, Houston, and Abilene



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Court Ordered Services

- In the STAR Health contract, court ordered services are defined as “an order entered by a court of continuing jurisdiction placing a child or young adult under DFPS conservatorship.”
- The health plan is required to comply with all provisions related to Medicaid covered services in a court order.
- DFPS is responsible for ensuring the plan receives copies of new court orders.

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Service Coordination and Service Management

- Service Coordination
 - Administrative coordination of services and information, such as medical information needed for court hearings.
 - Degreed professionals coordinate access to all available services, including non-Medicaid and/or non-capitated services.
 - Phone contact every 60-90 days.
 - Occurs at the request of a medical consentor, caregiver, member, DFPS staff, single source continuum contractor (SSCC) staff, vendor staff, or primary care physician (PCP).

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Service Coordination and Service Management

- Service Management
 - Clinical service for members with special health care needs (and others as appropriate) to develop a health care service plan and coordinate access to medically necessary clinical services.
 - Clinical team member (licensed master social worker, licensed professional counselor, registered nurse, etc.) regularly calls the caregiver, and develops a service plan within 45 days of enrollment.
 - Contact is made monthly over the phone.

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Questions?

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Resources

- STAR Health policy and program team:
 - Laura Jackson: (512) 462-6318
 - Clara Almaguer: (512) 407-3283
 - STAR Health Mailbox: STARHealthPPD@hhsc.state.tx.us
- Health plan hotline for STAR Health: 1-866-912-6283



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Resources (cont.)

- Texas Medicaid and CHIP Reference Guide: <https://hhs.texas.gov/sites/default/files/documents/laws-regulations/reports-presentations/2018/medicaid-chip-perspective-12th-edition/12th-edition-complete.pdf>
- Texas Medicaid Provider Procedures Manual (TMPPM): http://www.tmhp.com/Manuals_HTML1/TMPPM/Current/index.html#t=TMPPM%2F1_00a_Preliminary_Information%2F1_00a_Preliminary_Information.htm
- STAR Health Contract: <https://hhs.texas.gov/sites/default/files/documents/services/health/medicaid-chip/programs/contracts/star-health-contract.pdf>



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Health and Human
Services

Thank You

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Superior HealthPlan

Lorraine Martinez, STAR Health



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STAR Health

Judicial Presentation

10/22/2019

STAR Health Enhancements

Quick Guide to STAR Health Program Enhancements for DFPS Staff



Superior HealthPlan provides enhancements to the STAR Health program. This means that STAR Health members can receive extra services like the ones listed below.

Benefit Enhancement

Expanded Vision Benefits	Includes unlimited eye glass replacement if lost or broken and expanded vision benefits providing prescription glasses or \$100 towards the cost of any features or frames not covered by Medicaid.
Over the Counter Pharmacy Services	\$30 every 3 months for over-the-counter items through a mail order program.
Care Grant	Small cash grants for items like art supplies, clothing or other personal items.
a2A CentAccount® Rewards Program	a2A CentAccount® Rewards Program offering rewards dollars for members who complete wellness visits, dental checkups and other health screenings for members ages 18 through 20 years old.
Boys and Girls Club of America membership	Up to \$25 towards a Boys and Girls Club of America membership for members ages 6 through 17 years old.
Sports/Camp Physicals	Sports or camp physicals for members ages 4 to 18 years old.
Behavioral Health - 7 day follow-up program	Age appropriate incentive (Teddy Bear or \$10 gift card) when a member goes to their 7 day follow-up appointment after their hospital discharge.
Online Mental Health Resources	In addition to online training opportunities STAR Health members will have access to www.mystrength.com online resources to improve mental health and overall wellbeing available for members, caregiver, and caseworkers.
Case-by-Case Services (upon approval)	Support services available to members when case needs are identified. <ul style="list-style-type: none"> Trauma inform peer support for caregivers. Practice visits for gynecology and dental appointments. Arrangement of prior authorized non-emergency transportation to the new placement. Costs covered for professional assembly and disassembly of durable medical equipment for PMN members when a placement change is indicated. Provision of identified skilled nursing services for PMN members during transportation to the new placement or the use of non-emergent ambulance transport to new placement. Provision of up to a 48-hour observation stay in an inpatient setting when placement or supports are not immediately in place during an emergent transition.
Health Passport	In addition to standard web browsing, STAR Health members will have Mobile Health Passport access.
Mobile Crises Outreach Teams (MCOT)	Available statewide through the Local Mental Health Authorities. In addition, STAR Health mobile crises services will be available in Houston, Dallas, San Antonio, Lubbock and Corpus Christi if children/youth are placed with Pathways and Covenant Kids.

Network Enhancement

Psychiatric Hospital Diversion Program	Program is being offered in the Dallas/Fort Worth, Houston, San Antonio and Abilene areas.
Centers of Excellence	Statewide access to specialized foster care clinics that have expertise in child welfare and Trauma Informed Care.

If you would like more information on these services, please view one of the previously recorded DFPS webinar trainings called "STAR Health Program Enhancements," contact your regional Well Being Specialist or call

STAR Health Interactions

1-866-912-6283



General Health Screenings

- Welcome calls include overview, Texas Health Steps medical/dental checkups, general health screenings (GHS) and community resources
- GHS identifies health care needs and triggers referrals to Service Coordination, Service Management, Disease Management or Specialized Programs
- GHS are completed within 30 days for all new STAR Health Members
- Placement Changes trigger the completion of a new GHS

Service Coordination and Management

- **Service Coordination:** Telephonic support for coordinating on-going health care by a bachelor's level staff or social worker
- **Service Management services:** Clinical Case Management by a registered nurse and/or licensed clinician
- **Specialized Programs:** Clinical Case Management for Members with specific diagnosis and/or high acuity needs. (Complex Case Management, Transitioning Youth Program, Discharge Planning for members who are inpatient, START Smart for Your Baby program for pregnant members, Transplant specific program, Diabetes dual case management, Smart Nutrition and Activity Program and Personal Care Services,)
- **Disease Management:** On-going clinical support for Members diagnosed with asthma and/or Intellectual Developmental Disabilities (IDD)

Ad Hoc Opportunities

- Impact Pro predictive modeling tool
- Member Service calls
- Psychotropic Medication Utilization Reviews
- Nurse Advice Line follow up
- ER Utilization follow up
- DFPS Individual Case Staffing

STAR Health Checklist



Unknown health conditions?

Has a Texas Health Steps checkup been completed?
Are there recommendations that were not scheduled or followed?

Concerns about health conditions or diagnosis

Has a General Health Screening been completed?
Are they enrolled in Service Coordination or Management?

Frequent Placement Changes?

Has a new General Health Screening been completed?
Are they enrolled in service Management?

Medical or psychiatric hospital admission?

Were follow up appointments attended?
Were medications, supplies and/or equipment received?

Frequent trips to the Emergency Room?

Do they know about the 24/7 Nurse Advice Line?
Do they know where their local Urgent Care Clinics are?

Going out of State?

Do medications need to be filled or health care services accessed?

Psychotropic Medication Concerns

Have they been on the medication for 60+ days so a Psychotropic Medication Utilization Review (PMUR) can be completed?

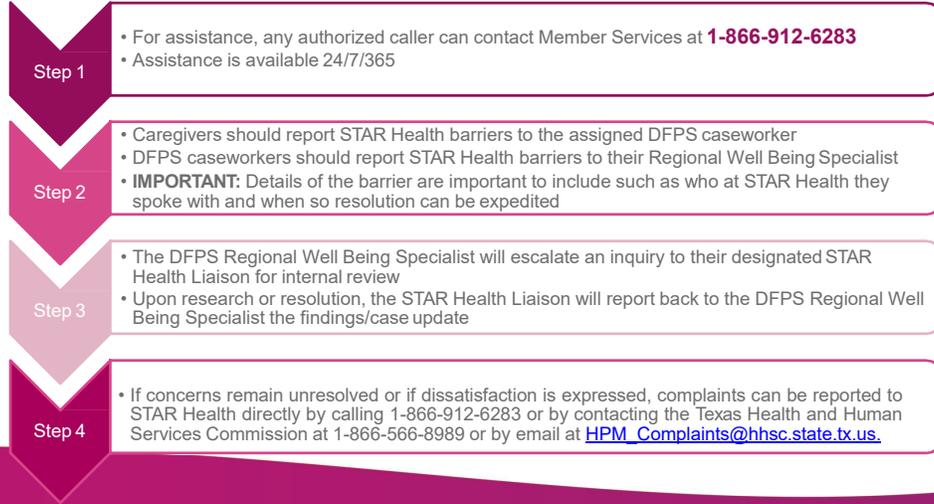
No Medical History is known

Has Health Passport been accessed to review "Patient History" for medical claims and "Medication History" for pharmacy claims?

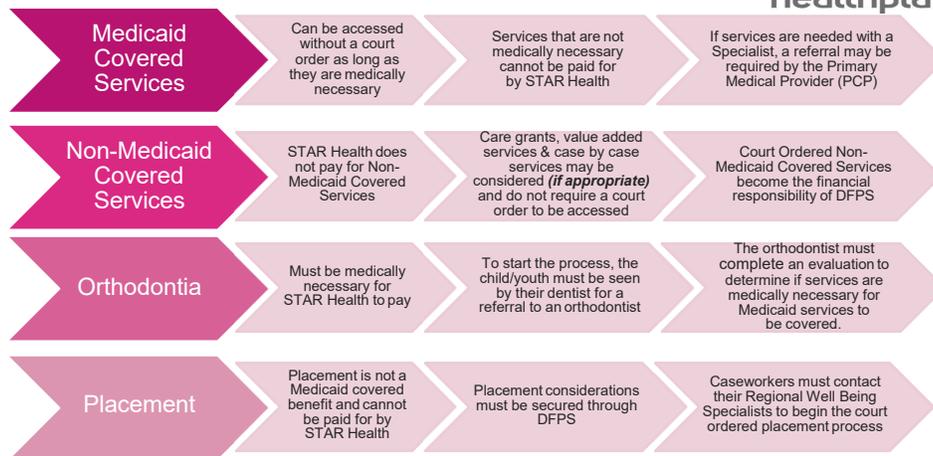
Is the youth turning 18 soon?

Has a referral been made to participate in the Transitioning Youth Program?

STAR Health Process



Case Scenarios



Judicial Point of Contact



Region	Contact	Phone Number	Email Address
1, 2 and 9	Patricia W. Gill	806-632-4644	Patricia.W.Gill@Centene.com
3	Tara Moger	214-603-9344	Tara.Moger@Centene.com
4	Gloria Fobbs	469-265-5842	Gloria.Fobbs@Centene.com
5	Easter Spates	713-591-2341	Easter.Spates@Centene.com
6	Michael Migura	512-484-5137	Michael.Migura@Centene.com
7	Naijean Bernard-Onwere	512-923-4620	Naijean.Bernard-Onwere@Centene.com
8	Lucy Reyes	210-381-5142	Lucy.Reyes@Centene.com
10	Araceli Salcedo	214-399-4228	Araceli.Salcedo@Centene.com
11	Rita Sandt	361-446-1795	Rita.Sandt@Centene.com

You can also reach out to:

- Foster Care Training Manager, Mary Armstrong at 214-287-3961 or Mary.Armstrong@Centene.com.

Thank You!



Lorraine Martinez

STAR Health Executive Director

Lorraine.Martinez@superiorhealthplan.com

512-993-2105 direct line

512-202-2553 cell

***When emailing time sensitive issues please include the
STAR Health Operations Director at**

Jorge.Gonzalez@superiorhealthplan.com

DFPS Support for Regional Staff

Elizabeth Kromrei, DFPS



DFPS Support for Regional Staff

- CPS Medical Director, Roberto Rodriguez, MD, MPH
- CPS Medical Services Division, Sherry Rumsey, LPC-S
 - Well-Being Specialists (11 FTEs, regionally based)
 - Nurse Consultants (6 FTEs, regionally based)
 - Program Specialists
- CPS Behavioral Health Services Division, Julie Abreu, LCSW
 - Mental Health Specialist Trauma Informed Care Specialist
 - CANS Program Specialists
 - Substance Use Disorder Specialists (3 FTEs, regionally based)
- CPI Division, Natalie Taylor
 - Mental Health Specialist and Substance Use Disorder Specialist



Accessing Mental Health and Substance Use Disorder Services

Mental Health:

- Locate your Local Mental Health Authority using the following link:
 - <https://hhs.texas.gov/services/mental-health-substance-use/mental-health-substance-use-resources/find-your-local-mental-health-or-behavioral-health-authority>

Substance Use:

- OSAR = Outreach, Screening, Assessment and Referral Centers
 - <https://hhs.texas.gov/services/mental-health-substance-use/mental-health-substance-use-resources/outreach-screening-assessment-referral-centers>
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Mental Health Specialist Support

- YES waiver support and technical assistance
 - Access to “Diversion Beds”
 - Attend placement/field staffings for youth with complex mental health needs
 - Participate in Family Group Conferences or Permanency Planning Meetings for families impacted by Mental Health Issues
 - Provide referrals for Post Adopt Services
 - Conduct trainings at Unit Meetings, Supervisor Meetings, PD/PA meetings
 - Answer questions related to mental health issues and treatment options
 - Coordinate with LMHAs (Local Mental Health Authorities) for each region
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Mental Health Services Available to Parents

- **Case Management:** Services that help an adult, child or adolescent, or caregiver gain and coordinate access to needed care and services. These services are primarily site-based.
- **Pharmacological Management:** Services to treat the signs and symptoms of mental illness through use and management of psychoactive drugs. Services are provided by a physician or other prescribing professional.
- **Counseling (Cognitive Behavioral Therapy):** Services to reduce symptoms of mental illness and increase ability to perform activities of daily living. Services include individual, family and group CBT therapy and recovery or treatment planning to improve recovery and resiliency.
- **Counseling (Cognitive Processing Therapy):** Services to reduce or remove symptoms of post-traumatic stress disorder in adults, including military veterans. Services include individual CPT therapy and recovery or treatment planning to improve recovery and resiliency.
- **Medication Training and Support:** Services to provide information about medications and their possible side effects.
- **Psychosocial Rehabilitative Services:** Services to help a person develop and maintain relationships, occupational or educational achievement, independent living skills and housing. Services include social, educational, vocational, behavioral and cognitive interventions provided by a person's treatment team.
- **Skills Training and Development:** Training to help a person with serious symptoms of mental illness get and improve skills to successfully participate in the community.

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Substance Use Disorder Specialist Support

- Conduct trainings at Program Area meetings.
- Answer questions related to substance use, various drug testing methods, and treatment programs in the area.
- Act as a liaison for external stakeholders that provide treatment and substance use programs in the area.
- Serve as DFPS subject matter experts for internal and external key stakeholders working with children and families with substance use issues impacting DFPS involvement.
- Facilitate improved access to substance abuse treatment resources.
- Provide training to staff and community stakeholders about substance use disorder, plans of safe care, engagement of family, and available resources.
- Consult and participate in child and family service planning activities and in identifying needed services.
- Working to enhance communication between DFPS and agencies providing treatment or other support services related to opioid treatment.

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Thank You

