

# the **checkup**



APRIL 2016

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## Updated therapy guidelines coming soon

Texas Medicaid Policy for Physical, Occupation, and Speech Therapy Services will be changing effective **May 1, 2016**.

Texas Children's Health Plan will be revising its policies and guidelines related to Therapy Services effective summer 2016. Detailed information will be distributed to participating providers when it is available.

ND-0316-290

## Join us at our next CME!

**Best Practices for Preterm Birth Prevention**  
Thursday, May 5, 2016  
6 – 8 pm

Damians Cucina Italiana  
3011 Smith St.  
Houston, TX 77006



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## STAR KIDS 101: LEARN THE BASICS

### What is STAR Kids?

STAR Kids will be the first Medicaid managed care program in Texas specifically **servicing youth and children who get disability-related Medicaid**. Texas Children’s Health Plan STAR Kids program will provide services, including long term support services (LTSS), for members ages 20 or younger who either receive Supplemental Security Income (SSI) Medicaid or are enrolled in the Medically Dependent Children Program (MDCP). Children and youth who receive services through other 1915(c) waiver programs will also receive their basic health services (acute care) through the STAR Kids program. **Most of these children currently receive services through traditional Medicaid and will be transitioning to this managed care program.**

### Major conditions of this population include:

- Behavioral health disorders
- Blind
- Cardiovascular disorders
- Congenital anomalies (e.g., Down Syndrome, Spina Bifida)
- Disabled
- Injuries (e.g., traumatic brain injuries, limb amputations)
- Neuromuscular disorders (e.g., Cerebral Palsy)
- Technology Dependent

**The benefits of STAR Kids**

STAR Kids will be tailored to the needs of youth and children with disabilities.

The program will provide benefits such as prescription drugs, hospital care, primary and specialty care, preventive care, personal care services, private duty nursing, and durable medical equipment and supplies. Children and youth who get additional services through MDCP will receive additional long-term services and supports through STAR Kids.

Through STAR Kids, families will also receive coordination of care, which will help identify needs and connect members to services and qualified providers. Each member will have their service needs assessed, which will form the basis of that member’s individual service plan. Providers will be able to work with the care coordinators to ensure patients’ have access to the care and equipment they need. In addition, care access will be enhanced through promotion of health homes and support from experts in caring for medically complex children. Coordination will reduce unnecessary health care utilization and increase the ability of members with disabilities to remain in their communities.

The STAR Kids program emphasizes improving key transitions for children with disabilities. Whether transitioning from the hospital to home, or into adult care, members and providers will be equipped with support through care coordination by the health plan. Texas Children’s Health Plan looks forward to partnering with our existing provider network, as well as some new partners to achieve better care for the most vulnerable children in our community.

## Partner with Texas Children’s Health Plan’s Case Management

Texas Children’s Health Plan has voluntary case management services for members with chronic or complex health needs, high risk pregnancy, and behavioral health needs. These services can help members, families and caregivers navigate the health system and address social determinants of health. Texas Children’s Health Plan’s care managers collaborate closely with the member’s medical home to share relevant health information in order to positively impact the member’s adherence to the medical treatment plan. Providers may request these services by calling the **Care Management Department at 832-828-1430**. Referral forms are available for download at [www.TexasChildrensHealthPlan.org/Providers](http://www.TexasChildrensHealthPlan.org/Providers).





# Battling Abuse

## CHILD ABUSE AWARENESS AND PREVENTION



▶ **April is National Child Abuse Prevention Month.** As we learn more about the relationship between adversity in childhood and its negative effects on adult health outcomes, the early identification and intervention for children who are victims of abuse becomes increasingly important. Although there are over 2 million reports of suspected child maltreatment per year, victims of child abuse continue to pass through physician offices, emergency departments, and hospitals unrecognized. These same children, often return with more severe injuries. Physicians and facilities caring for children can play their role in helping to protect victims of child abuse.

### Abuse should ALWAYS be considered when there is:

- A vague or no explanation given for a significant injury
- An explanation inconsistent with the pattern, age or severity of the injury or injuries, or with the child's physical and/or developmental capabilities
- An unexplained or unexpected notable delay in seeking medical care
- Injuries to multiple organ systems or various injuries in different healing stages.
- Patterned injuries
- Injuries to non-bony or other unusual locations, such as over the torso, ears, face, neck or upper arms
- When ANY injury is identified in a young, pre-ambulatory infant, including bruises, mouth injuries, and fractures, intracranial or abdominal injuries.

Visit [TheCheckup.org](http://TheCheckup.org) for more information about preventing child abuse and neglect.

## Virtual credit cards



Virtual credit card (VCC) is a payment option made available through ChangeHealth, previously known as Emdeon. VCC allows providers to accept a virtual payment instead of a paper check or electronic funds transfers. With VCC, for every payment made by Texas Children's Health Plan, a provider will receive a unique 16 digit credit card number, that they will key into their credit card terminal to receive payment transfer.

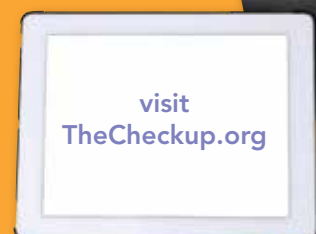
ChangeHealth will be offering this service to all Texas Children's Health Plan providers for a start date of

approximately **May 1, 2016**. Since this service applies to all payers that ChangeHealth services, they will use their normal communication letters as the providers are aware this is a ChangeHealth process and not a Texas Children's Health Plan process.

### Providers have the following options once they receive the letter from ChangeHealth:

1. Contact ChangeHealth to opt in to electronic funds transfer or VCC.
2. Contact ChangeHealth to stay with paper checks.

3. No action by the provider will be tacit approval – they will start to receive VCC payments and can contact ChangeHealth at any time to change their payment method. Even if they get a VCC and do not want it, it can be voided by ChangeHealth and a paper check sent.





# Facilities

## TAKE ACTION NOW!

Currently, 26.6% of Texas Children’s Health Plan providers have not completed the Provider Medicaid Re-enrollment.

To avoid potential disruption in payment, a complete re-enrollment application must be received on or before June 17, 2016 in order to be re-validated by September 24, 2016.

In the event that the re-enrollment process is not completed by September 24, 2016, and the provider is still working toward addressing identified deficiencies at the time, the provider will continue to remain enrolled in Texas Medicaid as long as the provider responds to the deficiency notifications within the defined timeframe for response. For help with enrollment, call 1-800-925-9126 or visit [www.tmhp.com/Pages/Topics/Reenrollment.aspx](http://www.tmhp.com/Pages/Topics/Reenrollment.aspx).

The table below represents the percent of the Texas Children’s Health Plan network, attested by provider type. If providers have not yet started the process, please do so immediately.

Specialty	Not Attested	Total NPI	% Attested
School Based Clinic	1	1	0%
Perinatal Nurse Practitioner	1	1	0%
Pathology	3	3	0%
Mental Health Residential Treatment	1	1	0%
Family Planning Provider	7	7	0%
Dialysis Center	1	1	0%
Birthing Center	1	1	0%
Behavioral Health Facility	2	4	50%
ECI	2	8	75%
Chemical Dependency Residential Treatment	6	12	50%
Federal Qualified Health Center	9	22	59%
Chemical Dependency Intensive Outpatient	5	13	62%
Family Practice	150	520	71%
Substance Abuse Treatment Facility-Outpatient	1	4	75%
Mental Health Intensive Outpatient	1	4	75%
Pediatrics	128	680	81%
Substance Abuse Treatment Facility	2	16	88%
Psychiatric Clinic	4	19	79%
Psychiatric Hospital	9	11	82%

## FURTHER READING

You can go to our website and log-in to Provider TouCHPoint to learn more on topics like:

- Quality program goals, processes, and outcomes
- Referrals to case management
- Pharmaceutical management procedures
- Disease Management Programs
- Formulary
- How practitioners can access authorization criteria
- Limits/quotas
- Availability of staff to discuss authorization process
- Supporting an exception process
- Availability of TDD/TTY services
- Member rights and responsibilities
- Availability of language assistance for members
- Generic substitution, therapeutic interchange, and step therapy protocol
- Prohibiting financial incentives for utilization management decision makers
- Clinical practice guidelines and preventive health guidelines

## UPDATE

All Texas Children’s Health Plan providers are required to verify and update their demographic information on file. Please contact provider relations at 832-828-1008 to verify or update your information as needed.

## UPDATE YOUR INFORMATION



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