

STAR Kids Rollout:

What You Need to Know



Presented by Lamarque Polvado
Founder of CareStarter



MEDICAL SUPPLIES FOR CARE AT HOME SINCE 1957

Today's Presenter



Lamarque Polvado
Founder of CareStarter



CareStarter is an organization dedicated to empowering families through patient-focused technology.

As a father of a child with autism, Lamarque understands the importance of access to health care and other resources for families with special needs.

Webinar Objectives



1

- What is STAR Kids?
 - Features and benefits
 - Who is eligible

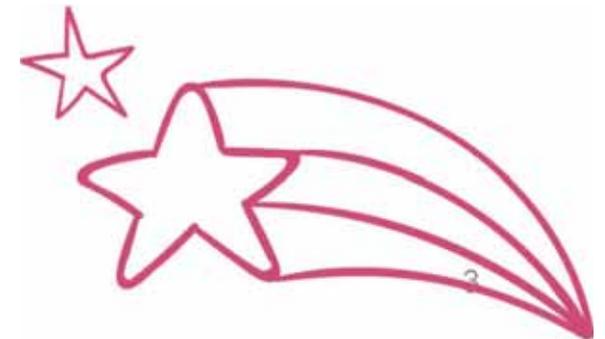


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- How to get started with STAR Kids
 - How to enroll
 - Dates and deadlines

3

- For Providers
 - Continuity of Care
 - Provider Contracting



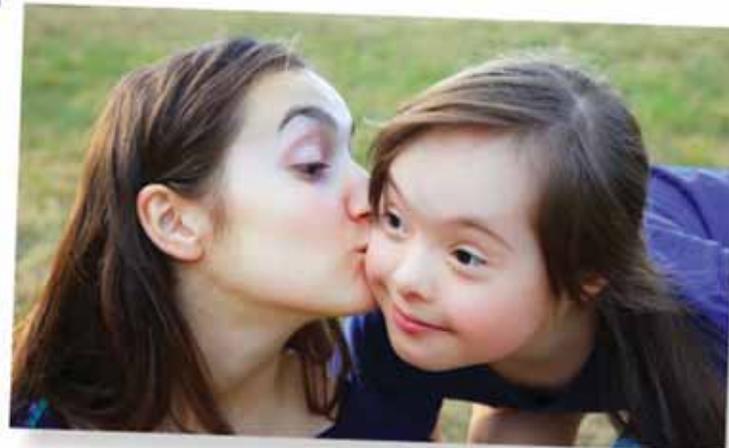
What is STAR Kids?



- **New Medicaid Managed Care program**
- **For children and adults under age 20 who have disabilities or are in waiver programs**
- **Starting November 1, 2016**
 - Medical care and services will be provided by health plans under STAR Kids

Goals of STAR Kids

- Establish a medical home
- Focus on preventive care
- Improve access to care, health outcomes, quality of care and cost-effectiveness
- Improve care coordination
- Provide a smooth transition for young adults turning 21 years old



Features of STAR Kids



- Service Coordination
- Development of a service plan for each member
- Transition planning



Who is eligible for STAR Kids?

- ✓ Supplemental Security Income (SSI)
- ✓ Medically Dependent Children Program (MDCP)
- ✓ Department of Aging and Disability (DADS) and
- ✓ Intellectual and Developmental Disabilities (IDD) Waiver Programs
- ✓ Youth Empowerment (YES) Waiver Services
Intermediate Care Facility and Nursing Facilities



Supplemental Security Income (SSI)



- For children/young adults receiving SSI and no waiver services, STAR Kids health plan will provide:

- Basic health services
- Long-term services and support
 - Personal care, private duty nursing



Medically Dependent Children Program



- For children/young adults on the MDCP waiver, STAR Kids health plan will provide:
 - Basic health services
 - Long-term services and supports
 - MDCP waiver services



DADS and IDD Waiver Programs



- Department of Aging and Disability (DADS) and Intellectual and Developmental Disabilities (IDD) Waiver Programs:
 - Home and Community-based Services (HCS)
 - Community Living Assistance and Support Services (CLASS)
 - Deaf/Blind with Multiple Disabilities (DBMD)
 - Texas Home Living (TxHmL)



Youth Empowerment (YES) Waiver Services



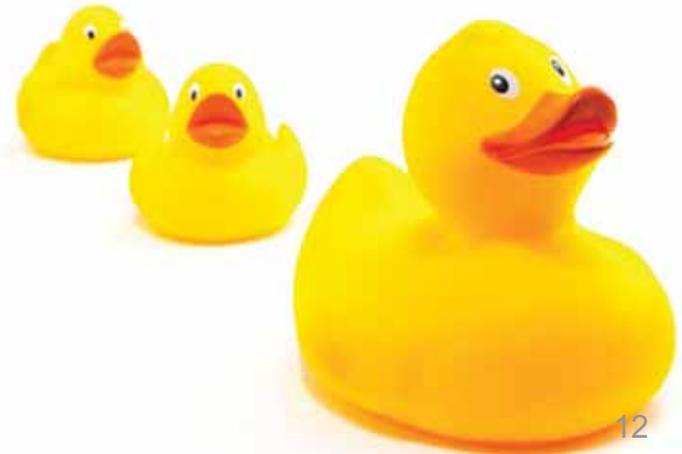
- For children/young adults receiving YES waiver services, STAR Kids will provide:
 - Basic health services
 - Service coordination
 - Waiver services through your current waiver providers



Intermediate Care and Nursing Facilities



- For children/young adults in community-based intermediate care or nursing facilities, STAR Kids will provide:
 - Basic health services
 - Long-term services and supports
 - Facility-based services through your current providers

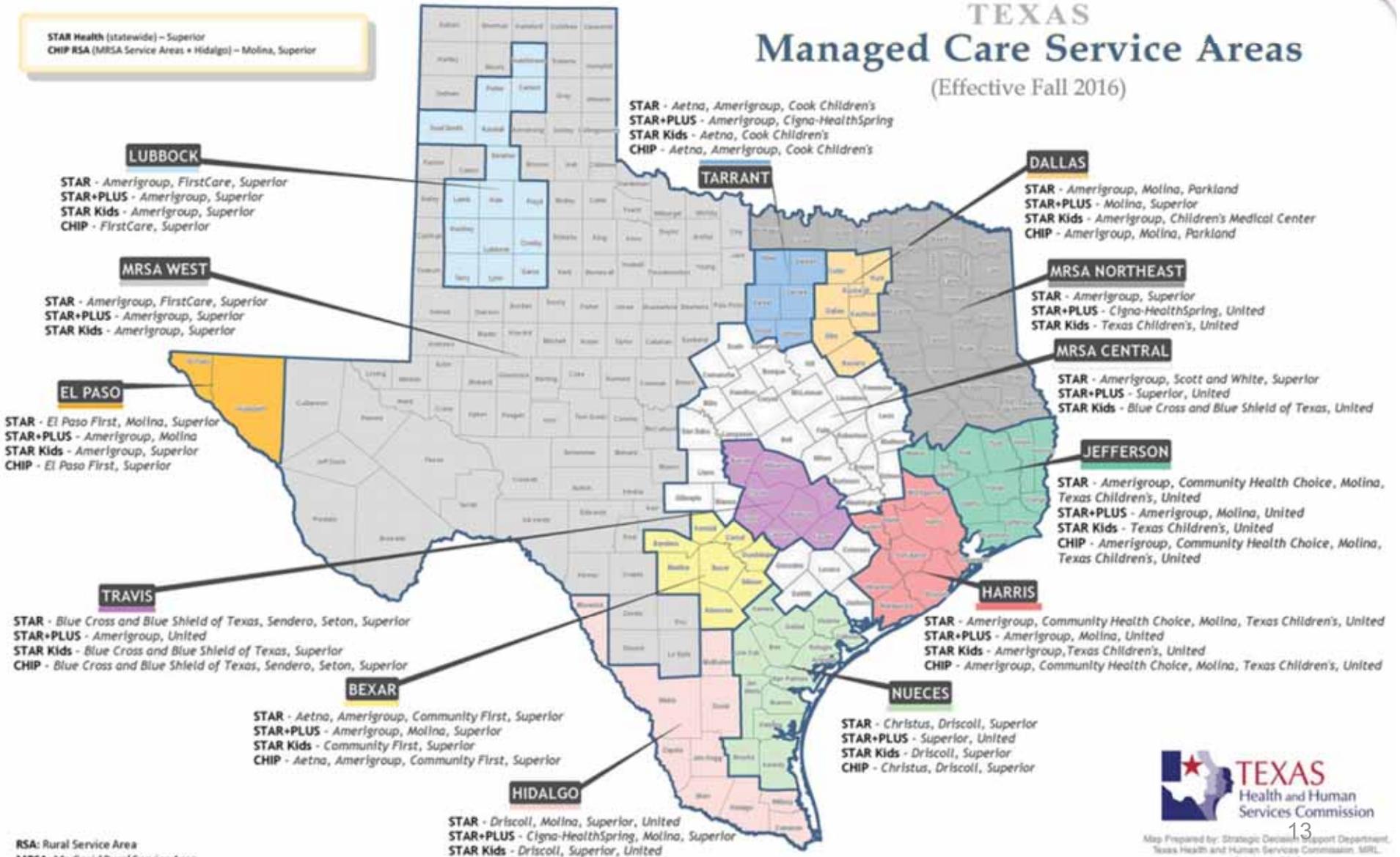


Coverage Areas by Plan



TEXAS Managed Care Service Areas

(Effective Fall 2016)



Map Prepared by: Strategic Decision Support Department,
Texas Health and Human Services Commission, MRL,
October 1, 2015.

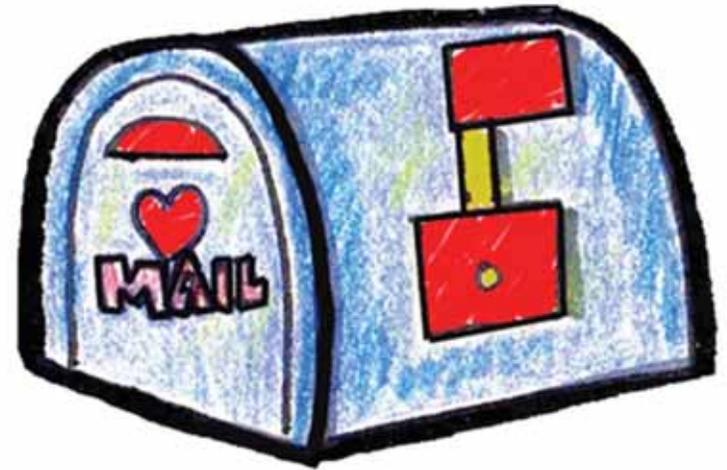


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Enrollment: Step 1

✓ Watch for your enrollment packet in the mail...

- ★ Welcome Letter
- ★ Enrollment Form
- ★ Comparison Chart (blue)
- ★ Personal Worksheet
- ★ Provider Directories
- ★ Enrollment Assistance Site Schedule (pink)
- ★ Postage-paid Reply Envelope
- ★ Frequently Asked Questions



2

Enrollment: Step 2

✓ ASK QUESTIONS

★ Call the STAR Kids Helpline

1-877-782-6440

★ You can also contact the health plan directly





3

Enrollment: Step 3

✓ Compare Health Plans

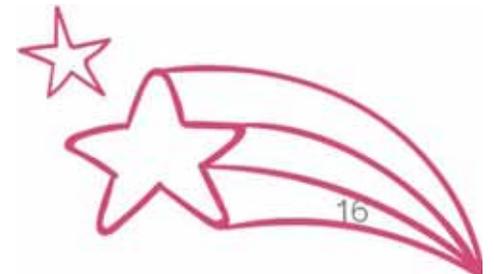
★ Provider Network

- Which plan has the majority of your providers in their network?

★ Value-Added Services

- Every STAR Kids health plan offers the same basic services you've received through Medicaid
- Which plan has value-added services that are most important to you?

★ Use the Comparison Chart and Personal Worksheet in your Enrollment Packet





4

Enrollment: Step 4

✓ Pick a Health Plan

- If you wait too long it will be chosen for you
 - **Deadline October 12, 2016**
- You can change your health plan and primary care provider at any time
 - May take up to 45 days to take effect





5

Enrollment: Step 5

✓ SIGN UP

- 😊 Fill out and return the forms in the mail
- 😊 Call the STAR Kids Helpline **1-877-782-6440**
 - Sign up by phone OR
 - Request someone to come to your home
- 😊 Sign up online www.yourtexasbenefits.com
 - When available



Dates and Deadlines



- **July 2016**
 - Introduction letters were mailed out
- **August 2016**
 - Enrollment packets were mailed out
- **September 2016**
 - Reminder letters were mailed out
- **October 12, 2016**
 - Deadline to pick a health plan & enroll
- **November 1, 2016**
 - STAR Kids goes into effect



For More Information

- Call the STAR Kids Helpline

1-877-782-6440

(Speech or hearing disability call 1-800-735-2989)

- **Go to** www.txmedicaidevents.com for enrollment events in your area

- **Call the health plan directly**

- **If you still need help:**

Call the Ombudsman Managed Care Assistance Team

1-866-566-8989



Continuity of Care



- STAR Kids Screening and Assessment Instrument (SK-SAI)
 - Health plans will assess all members within the first 6 months after November 1, 2016.



Continuity of Care



- **Existing Authorizations**

- Will be submitted to the STAR Kids health plan before November 1, 2016

- No need to resubmit active authorizations

- Will continue to be honored:

- For the first 6 months *OR*
- Until the existing auth expires *OR*
- Until a new SK-SAI is completed





Provider Contracting

- Providers must contract with a health plan to provide services



Provider Contracting



- Existing Providers

- Members may continue to see current providers, even if out of network, for the first 6 months after November 1, 2016.
- If you are currently receiving supplies and services from Shield HealthCare, you will continue to do so.



CareStarter App



- ✓ Free Resource for Texas Families
- ✓ 100% Match on STAR Kids Plans
- ✓ Best in Class Provider Choice
- ✓ Patient Focused Platform
- ✓ HIPAA Compliant

- ✓ Download for Free





Supporting children
with special needs and
their families



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- Read inspiring stories from families with special needs
- Access helpful links and resources



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- Share your daily joys and struggles
- Find useful tips



CONNECT: The Daily Feed Family Support Network
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- Gain support and guidance from other parents and caregivers
- Get expert advice from our Registered Dietitians about your child's enteral nutrition
- Find out about helpful resources that can make life easier



This concludes our presentation. Thank you for joining us.



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www.shieldhealthcare.com/community/texas/