



BlueCross BlueShield of Texas



Blue Cross and Blue Shield of Texas (BCBSTX) Medicaid

STAR and CHIP Service Coordination Overview

STAR Kids Service Coordination Overview





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Purpose

To do everything in our power to stand with our members in sickness and health. We strive to develop relationships with our members, providers and the communities that we serve in order to better our STAR, CHIP and STAR Kids members' health.





STAR

(State of Texas Access Reform) is the Medicaid Managed Care Program of Texas.



CHIP

(Children's Health Insurance Program) is the health insurance option for children.



STAR Kids

is the Medicaid managed care program that serves youth and children ages 20 and younger who receive disability related Medicaid.

Important Medicaid Programs:

Texas Health Steps, often referred to as THSteps, is healthcare for children birth through age 20 who have Medicaid. THSteps gives your child free medical checkups starting at birth, and free dental checkups starting at 6 months of age. Another program is Healthy Texas Women a program dedicated to offering women's health and family planning at no cost to eligible women in Texas.

Children and Pregnant Women (CPW)

What is CPW Case Management?

Blue Cross and Blue Shield of Texas (BCBSTX) defines case management for children and pregnant women as a Medicaid benefit that provides case management services to children from birth to 20 years of age with a health condition and to high-risk pregnant women of any case. Case managers help clients gain access to needed medical, social, educational and other covered services.

How Do CPW Case Managers Connect Members to Services?

CPW Case Manager will connect members to services such as:

- Assess behavioral health services and/or developmental testing.
- Coordinate Durable Medical Equipment, Home Health Nursing, Occupational, Physical, and Speech Therapy.
- Assist with the Special Education process for school issues.
- Help with transition planning.
- Address issues such as substance abuse, homelessness, or domestic violence.
- Finding other needs such as respite.

How will BCBSTX Service Coordination Team Partner with CPW Case Manager?

BCBSTX Service Coordinators take a person-centered approach to service planning and discover others involved in the member's care (including CPW Providers) during the Individual Service Plan (ISP) process.

When a Service Coordinator receives an intake form from a CPW Case Manager, the service coordinator will verify if the member is already partaking in service coordination. The purpose is to determine there are no duplicative efforts of service coordination for the member. If it's determined that the member is missing services not already being coordinated with BCBSTX, the CPW Case Manager will assist with coordinating those services.

How Can a Member Request CPW Case Management Services?

BCBSTX Members may self-refer for CPW Case Management services. This can be done by reaching out to Service Coordinators at:

- STAR/CHIP SC Line: 1-877-214-5630
- STAR Kids SC Line: 1-877-301-4394

or requesting case management services from their Primary Care Provider. BCBSTX members who are established with a CPW Provider may continue to see their CPW Case Manager Provider. BCBSTX will honor continuity of care and work with a member's current case manager to ensure all services are being met and/or not duplicative to ongoing services. If the CPW Provider is out-of-network, BCBSTX will work with a CPW Provider by administering a Single Case Agreement (SCA) until the CPW Provider is contracted with BCBSTX. Out of Network CPW Providers are required to submit prior authorization.



Where We Serve

STAR Kids

Service Area MRSA Central Texas Counties:

Bell, Blanco, Bosque, Brazos, Burleson, Colorado, Comanche, Coryell, Dewitt, Erath, Falls, Freestone, Gillespie, Gonzales, Grimes, Hamilton, Hill, Jackson, Lampasas, Lavaca, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell and Washington

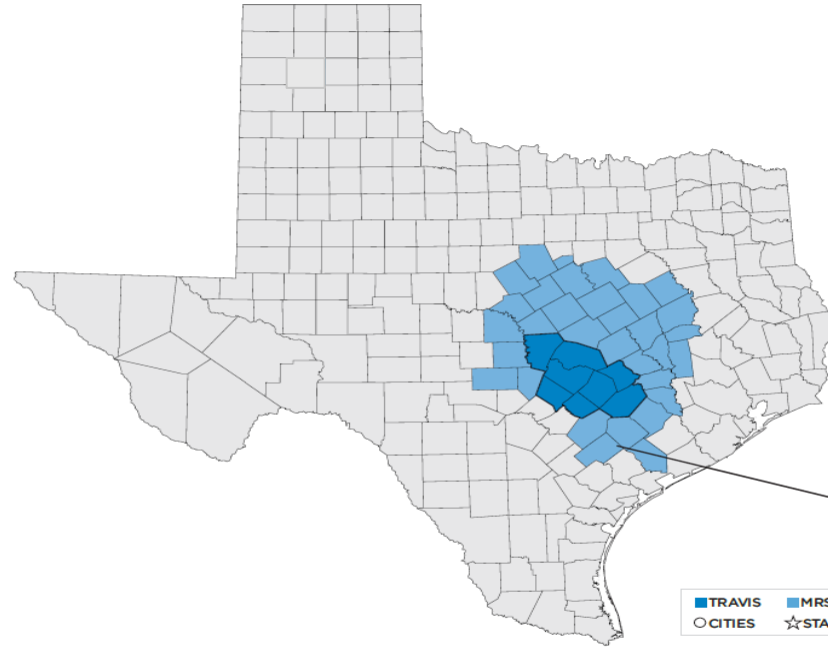
STAR, CHIP and STAR Kids

Service Area Travis Counties:

Bastrop, Burnett, Caldwell, Fayette, Hays, Lee, Travis and Williamson

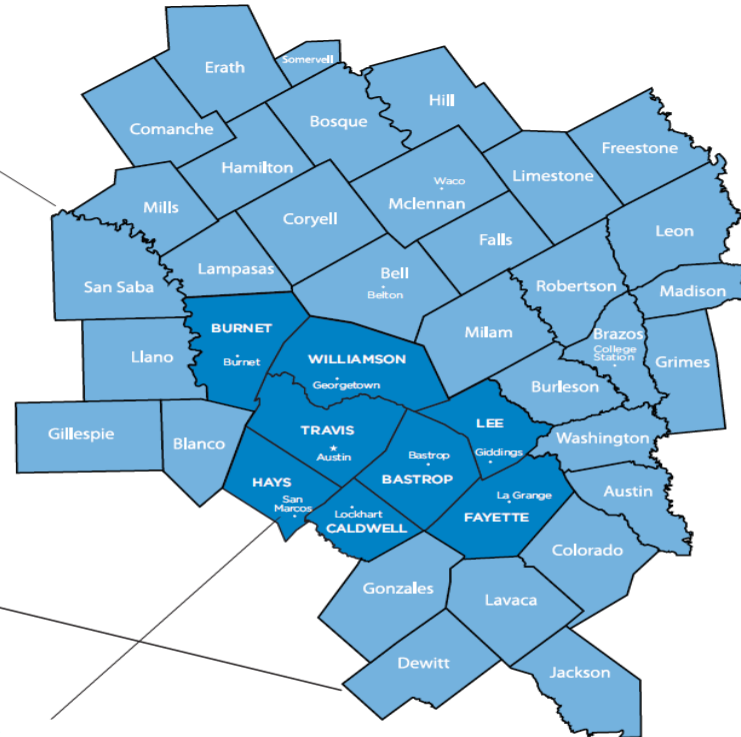
Service Area: MRSA CENTRAL TEXAS

COUNTIES:
BELL, BLANCO, BOSQUE, BRAZOS, BURLESON, COLORADO, COMANCHE, CORYELL, DEWITT, ERATH, FALLS, FREESTONE, GILLESPIE, GONZALES, GRIMES, HAMILTON, HILL, JACKSON, LAMPASAS, LAVACA, LEON, LIMESTONE, LLANO, MADISON, MCLENNAN, MILAM, MILLS, ROBERTSON, SAN SABA, SOMERVELL, WASHINGTON



Service Area: TRAVIS

COUNTIES:
BASTROP, BURNETT, CALDWELL, FAYETTE, HAYS, LEE, TRAVIS, WILLIAMSON



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STAR and CHIP Service Coordination Overview



What is Service Coordination?

It is a benefit provided to **STAR and CHIP** members to help manage their health care needs. You can help coordinate care for our members and improve their health by working directly with them and their family.

Our Blue Cross and Blue Shield (BCBSTX) care coordinator will look at the member's medical, behavioral, social and educational needs and work with other specially trained members of the BCBSTX care coordination team to design a care plan.



STAR and CHIP Service Coordination Team includes:

A care coordinator dedicated to helping our members find the right doctor, community support and services

Disease managers who focus on making our members total health better

Behavioral health care does not need approval or a referral from the primary care provider (PCP). Members also may want to talk to you about their problem.*

Maternity nurses who provide pregnancy support

Behavioral health specialists who help coordinate mental health and substance use services*

STAR and CHIP Duties of Service Coordination Team

Make care plans, answer questions and talk to our members about ideas to reach their health goals

Help set up care with their doctor and specialists

Help our members, their family and caregiver better understand their health condition(s), medications and treatments

Get the community support and services our members need:

- Transportation
- Home health nursing
- Physical therapy
- Occupational therapy
- Speech therapy
- Medical supplies
- Durable Medical Equipment (DME)

If our member is eligible for these services, and the service is medically necessary, the dedicated care coordinator will help the member receive these services.

Service Coordination Contact Numbers

STAR and CHIP Customer Service

Provider or members: 1-877-214-5630

Customer Service: 1-888-657-6061

TTY: 711

**Telephone Support available Monday to Friday
8 a.m. to 5 p.m. Central time**

Provider can email us at TX_Medicaid_HC@bcbstx.com

Interpreter Services Provider: 1-877-560-8055

Request: Please request service three business days in advance

Cancellation: Please provide 24 business hours notice

STAR Service Coordination Brochure: www.bcbstx.com/star/pdf/star-care-coordination-tx.pdf

CHIP Service Coordination Brochure: www.bcbstx.com/chip/pdf/chip-care-coordination-tx.pdf

BCBSTX Provider Website: www.bcbstx.com/provider/medicaid/

How our members can get other services:

Our members may want services that BCBSTX does not cover. Call our Customer Service Line at **1-888-657-6061**, if you have questions about our programs or services.

Customer Service can also help our members find a specialty doctor, mental health/substance abuse services or an OB/GYN provider.

Our members can reach us from 8 a.m. to 8 p.m. Central time Monday through Friday. They may leave a voicemail outside of our normal business hours or on weekends and holidays.



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STAR Kids Service Coordination Overview



What is Service Coordination?

It is a benefit provided for **STAR Kids** that helps our members choose services and plan so that our members can live in the most independent setting possible.

A Blue Cross and Blue Shield of Texas (BCBSTX) service coordinator will work directly with the members, their family and you to meet health care and long-term services or support needs.

Our BCBSTX service coordinator will look at their medical, behavioral, social and educational needs and work with other specially trained members of the service coordination team to design a care plan just for them.



STAR Kids Service Coordination Team includes:

A service coordinator dedicated to helping our member find the right doctor, community support and services

Disease managers who focus on making our members' total health better

Maternity nurses who provide pregnancy support

Behavioral health specialists to help coordinate mental health rehabilitation services and targeted behavioral health care coordination.*

Behavioral health care does not need approval or a referral from the primary care provider (PCP).

Transition specialist to help our members plan for changes to providers and benefits as the child ages. These changes occur when members turns 21. The planning process starts at age 15 and continues until 21.

STAR KIDS Duties of Service Coordination Team

Make home visits and find out what our members needs are	Complete the Child's STAR Kids Screening and Assessment (SAI) Individual Service Plan	Helps answer questions and talk to our members about ideas they have about how to reach their health goal	Get the right care with the right doctor	Provide adult transition planning	Personal care services Transportation Private duty nurse Home health nursing Prescribed pediatric extended care services Physical therapy Occupational therapy Speech therapy Medical supplies Durable Medical Equipment (DME)
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If our member is eligible for these services, and the service is medically necessary, the dedicated service coordinator will help our member receive these services.

Service Coordination Contact Numbers

STAR Kids Service Coordination

Provider or members: 1-877-301-4394

Customer Service: 1-877-784-6802

TTY: 711

**Telephone Support available Monday to Friday
8 a.m. to 5 p.m. Central time**

Provider can email us: TX_Medicaid_HC@bcbstx.com

Interpreter Services Provider: 1-877-784-6802

Request: Please request service three business days in advance

Cancellation: Please provide 24 business hours notice

Service Coordination brochure: www.bcbstx.com/starkids/pdf/service-coordination-brochure-starkids

BCBSTX Provider Website: www.bcbstx.com/provider/medicaid/

How our members can get other services:

Our members may want services that BCBSTX does not cover. Call our Customer Service Line at **1-888-657-6061**, if you have questions about our programs or services.

Customer Service can also help our members find a specialty doctor, mental health/substance abuse services or an OB/GYN provider.

Our members can reach us from 8 a.m. to 8 p.m. Central time Monday through Friday. They may leave a voicemail outside of our normal business hours or on weekends and holidays.



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Questions?

Contact a BCBSTX Network Representative

Phone: 1-855-212-1615

TexasMedicaidNetworkDepartment@bcbstx.com

