

# Service Coordination Texas Medicaid



**SKSCP-9037-0924**



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# Purpose

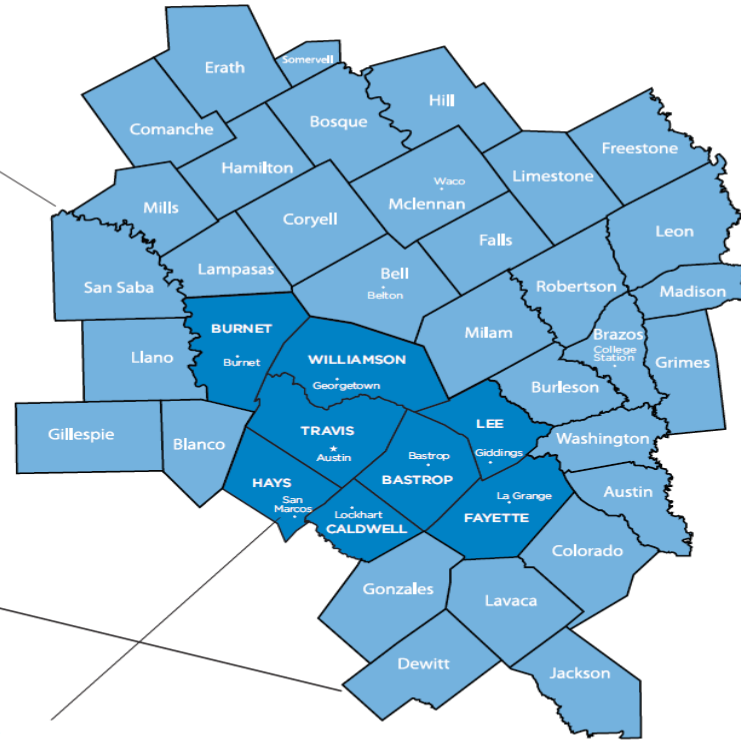
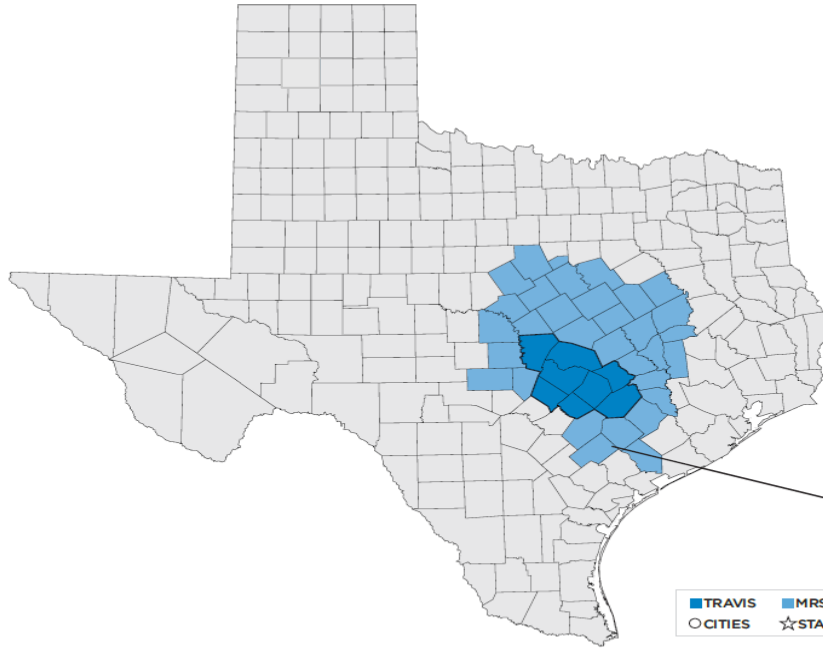
To do everything in our power to stand with our members in sickness and health. We strive to develop relationships with our members, providers and the communities that we serve in order to better our STAR, CHIP and STAR Kids members' health.



# Where We Serve

## 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



■ TRAVIS ■ MRSA CENTRAL TEXAS  
 ○ CITIES ☆ STATE CAPITAL

## Service Area: **TRAVIS**

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

## 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





# What is STAR, CHIP, and STAR Kids

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.

State of Texas Access Reform is the Medicaid Managed Care Program of Texas

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.

# 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 Manager Providers Connect Members to Services?

CPW Case Manager Providers 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.



# Children and Pregnant Women (CPW) Continued

**How will BCBSTX Service Coordination Team Partner with CPW Case Manager Providers?** 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 Provider, 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 Provider 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:

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

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.





1

# Service Coordination Overview



# What is Service Coordination

It is a benefit provided to **STAR, CHIP, and STAR Kids** members to help manage their health care needs. You can help coordinate care for our members and improve their health by working directly with the service coordinator, member and/ or family.

Our service coordination team will review the member's medical, behavioral, social and educational needs and work with other specially trained members of the service coordination team to design an individualized care plan that prioritizes the member health goals and care needs.

For our STAR Kids members, service coordination helps plan acute and Long-Term Services and Support for eligible children. More information is available on the STAR Kids page.



2

# **Service Coordination Team Duties**

# STAR, CHIP, and STAR Kids Services

Our Service Coordinator's works with you to develop a service plan that will coordinate services between the PCP, specialty care providers and any non-medical providers. If our members have special health care needs, we can help get access to those services.

1

## All Plans

A service coordinator is dedicated to helping our members find the right doctor, physical and behavioral health care services, and community support.

2

## All Plans

A disease manager focuses on making our members total health better.

3

## All Plans

Our Maternity nurses provide pregnancy support

4

## All Plans

A Behavioral health specialists helps coordinate mental health and substance use services.

BH care does not require a referral from the PCP.

5

## STAR Kids ONLY:

A Transition specialist helps our member's plan for changes to providers and benefits as the child ages. Planning starts at age 15 until member turns 21.

# Service Coordination Duties

1

## All Plans

Develop care plans, answers questions and discuss services or resources available to help reach the member's health goals

2

## All Plans

Coordinate care with PCPs, specialists, and community-based services

3

## All Plans

Assist members, their family and caregiver to better understand their health condition(s), medications and treatments

4

## STAR Kids Only:

Provide adult transition planning

5

## STAR Kids Only:

Complete the Child's STAR Kids Screening and Assessment and Individual Service Plan

**Contact Information:** STAR and CHIP: **1-877-214-5630** or STAR Kids: **1-877-301-4394**



# Service Coordination assistance with community support

## All Plans

Transportation

Home Health Nursing

Physical Therapy

Occupational therapy

Speech therapy

Medical Supplies

Durable Medical Equipment

## STAR Kids Only

Personal Care Services

Private duty nurse

Prescribed pediatric  
extended care services



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# **Service Coordination Covered Services**

# Medical Health Covered Services

## STAR

- Ambulance Services
- Audiology Services
- Chiropractic Services
- Dental Services, Primary and Preventive
- Dialysis
- Durable Medical Equipment
- Emergency Services
- Laboratory and Radiology
- Prescriptions

***This is just a sample of the list of covered services, for the full list visit [TMPPM website.](#)***

# Medical Health Covered Services

## CHIP

- Delivery and Post-Partum Care
- Durable Medical Equipment
- Home and Community Health Services
- Hospice
- Hospital Services: Inpatient, Outpatient
- Physician/Physician Extender Professional Services
- Prenatal Care and Pregnancy Family Services
- Prescriptions Drugs
- Rehabilitation Services

***This is just a sample of the list of covered services, for the full list visit [TMPPM website.](#)***



# Medical Health Covered Services

## STAR Kids

- Adaptive Aids (Medically Dependent Children Program)
- Audiology Services
- Birthing Services
- Day Activity and Health Services
- Dialysis
- Durable Medical Equipment
- Early Childhood Intervention Services
- Flexible Family Support Services
- Personal Care Services
- Program (EPSDT) Texas Health Steps

***This is just a sample of the list of covered services, for the full list visit [TMPPM website.](#)***



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# **Service Coordination Behavioral Health Covered Services**

# Behavioral Health Covered Services

## STAR

- Inpatient mental health services for children (through age 20)
- Acute inpatient mental health services for adults
- Outpatient mental health services
- Psychiatry services
- Mental Health Rehabilitative Services & Mental Health Targeted Case Management
- Collaborative Care Model services
- Outpatient substance use services (including withdrawal services and medication assisted therapy)
- Residential treatment for substance use disorder services
- Telemedicine and telehealth
- Applied Behavioral Analysis (ABA)\* (requires Prior Authorization)

***This is just a sample of the list of covered services, for the full list visit [TMPPM website.](#)***

# Behavioral Health Covered Services

## CHIP (does not include CHIP Perinate)

- Inpatient mental health services
- Partial hospitalization and Residential treatment for substance use disorder services and mental health
- Outpatient mental health services
- Intensive outpatient services for mental health
- Psychiatry services
- Outpatient substance use services (including withdrawal services and medication assisted therapy)
- Telemedicine and telehealth

*This is just a sample of the list of covered services, for the full list visit [TMPPM website.](#)*



# Behavioral Health Covered Services

## STAR Kids

- Inpatient mental health services
- Outpatient mental health services
- Psychiatric services
- Mental Health Rehabilitative Services & Mental Health Targeted Case Management
- Collaborative Care Model services
- Outpatient substance use services (including withdrawal services and medication assisted therapy)
- Residential substance use disorder services
- Telemedicine and telehealth
- Applied Behavioral Analysis (ABA)\* (Requires Prior Authorization)

***This is just a sample of the list of covered services, for the full list visit [TMPPM website.](#)***

# Applied Behavioral Analysis

When submitting a prior authorization request for a Blue Cross and Blue Shield of Texas Medicaid member to receive Applied Behavioral Analysis services, clinical documentation must be included.

The clinical documentation should be sent via fax **1-888-530-9809** or electronically submitted through our provider portal.

Before submitting the prior authorization request, please ensure all the following items are included for each request type:

- ABA Initial Evaluation
- ABA Initial Treatment
- ABA Initial Extension
- ABA Re Evaluation & Recertification
- The LBA must submit documentation attesting

Please submit the Applied Behavioral Request form to **1-888-530-9809**.

For further information and requirements please visit our **ABA website:**  
[www.bcbstx.com/provider-medicaid/clinical-resources/behavioral#autism-resources](http://www.bcbstx.com/provider-medicaid/clinical-resources/behavioral#autism-resources)

Link to the ABA Service Request form:

[www.bcbstx.com/docs/provider/tx/education/forms/other-bcbstx-plans/aba-clinical-serv-req.pdf](http://www.bcbstx.com/docs/provider/tx/education/forms/other-bcbstx-plans/aba-clinical-serv-req.pdf)

***This is just a sample of the list of covered services, for the full list visit TMPPM website.***



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# **Service Coordination Contact Information**

# Service Coordination Contact Information

## Service Coordination (Medical and Behavioral Health)

STAR/CHIP: **1-877-214-5630**

STAR Kids: **1-877-301-4394**

## Member Customer Service (Medical and Behavioral Health)

STAR/CHIP: **1-888-657-6061**

STAR Kids: **1-877-688-1811**

## Provider Customer Service (Medical and Behavioral Health)

STAR/CHIP: **1-877-560-8055**

STAR Kids: **1-877-784-6802**

Web Support available through Availity: [www.availity.com](http://www.availity.com)

TTY: 771

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

## Nurse Advise Line: STAR, CHIP, and Star Kids

STAR and CHIP: **1-844-971-8906**

STAR Kids: **1-855-802-4614**

**Available 24 hours a day, 7 days a week**

BCBSTX Provider [Website](#)

BCBSTX Medicaid Medical [Provider Manual](#)

BCBSTX Behavioral Health UM Fax Number: **1-888-530-9809**

## How our members can get other services:

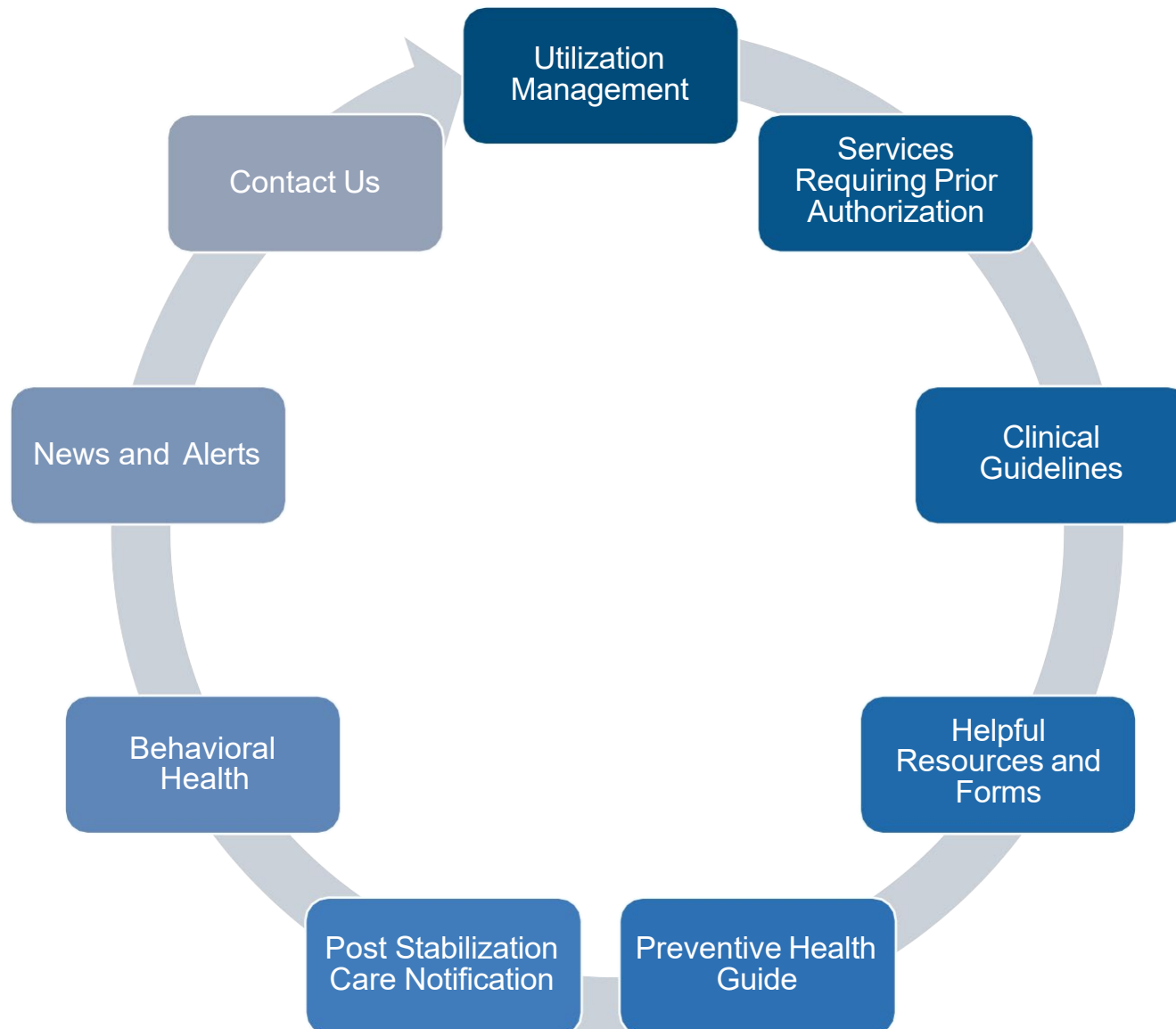
Our members may want services that BCBSTX does not cover. Call our Customer Service Line at **1-888-657-6061**, if you have questions about our programs or services.

Customer Service can also help our members find a specialty doctor, mental health/substance use 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.



## BCBSTX Medicaid Provider Website Clinical Resources



## BCBSTX Medicaid Provider Website Clinical Resources



Website link:

<https://www.bcbstx.com/provider/medicaid/index.html>

# Disclaimers

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BlueCross BlueShield of Texas

# Questions?

Please contact:

BCBSTX Medicaid Provider Network Representative

Phone: **1-855-212-1615**

[TexasMedicaidNetworkDepartment@bcbstx.com](mailto:TexasMedicaidNetworkDepartment@bcbstx.com)

