

Important Phone Numbers for STAR Health :

STAR Health Member Services (866) 912-6283

Call with questions about: * STAR Health * Medical Services * STAR Health ID Cards
Finding a Doctor * Changing a Doctor * Service Managers for a child * MORE.
Call if you need help making an appointment.

NurseWise Hotline (866) 912-6283 (option "7" after hours & weekends)

Open 24-hours/ day, 7-days/week. Talk to a nurse about health questions. English and Spanish is available.

Integrated Mental Health Services (IMHS) (866) 218-8263

Call for help to find a counselor or doctor (psychologist or psychiatrist) or with making an appointment. IMHS can also help find drug and alcohol treatment, and help you find help for other mental problems for foster kids.

Delta Dental (866) 287-3419

Call for help to find a dentist for exams or braces (orthodontics).

Total Vision Health Plan (TVHP) (866) 642-8959

Call to get new glasses or to find an eye doctor.

Health Passport Help Desk (866) 714-7996

Call for technical or other questions, or for help signing up. You can also call if you need help finding a child's information in the Health Passport.

Other Helpful Phone Numbers & Websites

Medical Transportation Program (877) 633-8747

Personal Care Services (PCS) Client Line: (888) 276-0702

TDFPS Abuse Hotline: (800) 252-5400

TDFPS Abuse Hotline website: www.txabusehotline.org

Texas Runaway Hotline: (888) 580-HELP (4357)

Texas Youth Hotline: (800) 210-2278

Texas Youth Connection website: www.dfps.state.tx.us/txyouth

211 Texas - Need help and don't know where to go? Call 211 to find free information on services in your area like:

Food * Child care * Shelter * After-school programs * Rent assistance
Counseling * Senior services * Utility bill assistance * Disaster relief

www.fostercaretx.com

This is the main website for STAR Health. There is a list of questions and answers, details about services, and a list of doctors and other providers, and more. This website is also where you sign up for and log into the Health Passport.

<http://www.dfps.state.tx.us/About/Renewal/CPS/medical.asp>

This website has information about DFPS Renewal, STAR Health, Medical Consent, and the Health Passport.

http://www.dfps.state.tx.us/Child_Protection/About_Child_Protective_Services/medicalconsent.asp

This website has online caregiver training for medical consent.

Quick Guide to STAR Health for Caregivers

STAR Health Caregiver Information

STAR Health started on April 1st, 2008. It is the Medicaid program for foster children. It is also for eighteen (18) year olds who are in a DFPS placement. It includes the young adults who turn eighteen, leave DFPS care and receive Transitional Medicaid. The STAR Health program is only for these young adults and children in DFPS care. STAR Health provides medical (physical, dental, and eye care) and mental health (psychological and therapy) services.

Each region has a DFPS Well-Being Specialist to help CPS workers with STAR Health services. Caseworkers can contact the Well-Being Specialist when they are not able to get services the child needs. Call your CPS Worker if you still need help after calling STAR Health.

Important Paperwork:

Medicaid Cards are mailed out monthly from the HHSC Office in Austin. The monthly Medicaid Card can take a few months to get to the child's address. If a child placed in your home is not getting a monthly Medicaid Card, tell the child's CPS Caseworker. The CPS Caseworker will get in touch with the child's DFPS Eligibility staff. They will then look into the problem in the Medicaid system.

STAR Health ID Cards are mailed out after a child's Medicaid is active. A new ID card is also sent when a child changes where they live or when you choose a new Primary Care Provider (PCP). The cards do not have an end date. The cards come from *Superior HealthPlan Network*. The card has the child's Medicaid number and the child's PCP information. You can call Superior at 1-866-912-6283 ask for new cards. There is no cost for a new ID Card.

Forms 2085-B & 2085-C. These forms show who DFPS has chosen as a child's medical consentor (when allowed by the court). If the Court wants a certain person to consent to medical care, their name will be in the court order. In this case, no Form 2085-B/2085-C is used. You will get the Form 2085-B when a child is placed in your home. New forms are given any time DFPS changes the person who can give medical consent. The forms have important information about medical consent and the STAR Health Program. The forms also have the child's name, Person Identification Number (PID) and Medicaid number. The PID of the medical consentor is also on this form.

If you don't have the STAR Health ID or Medicaid card for a child who is new in your home, you can use Form 2085-B to get health care services for that child. You will need to bring this form to the child's appointment. If the doctor will not take this form for services, call Superior at 1-866-912-6283. It is best to call while you are at the doctor's office. Superior will check to see if your child is eligible for services. They will tell you and the doctor what they find.

Your CPS Caseworker can give you a new Form 2085-B/2085-C as needed.

Question & Answer

What is the Health Passport and how do I sign up for it?

The Health Passport is a computer based system that has health data about children in the STAR Health program. It has doctor and dentist visits, hospital stays, prescriptions and shot records. If you are the medical consentor for a child, you may look at the Health Passport. You can only look at entries for that child.

You can get to the Health Passport at www.fostercaretx.com. The first time you use the Health Passport you have to sign up. You do this by using your DFPS IMPACT PID number and other data. For help with Health Passport, you may email TX_PassportAdmin@centene.com. You can also call 1-866-714-7996.

Need help getting a Prescription filled?

Prescriptions are covered by the Vendor Drug Program, and not STAR Health. You will need the Medicaid card to get medicine filled. Be sure to drop off prescriptions with the drug store 4-5 days before the medicine runs out. This will help prevent delays in getting the medicine. Call your child's DFPS Caseworker if your prescriptions are denied because of Medicaid eligibility. Also call your Caseworker if you do not have a Medicaid card. They can work with the DFPS Eligibility staff to correct the problem quickly.

What is the STAR Health Clinical Program (Form 2085-B/C)?

The STAR Health Clinical Program is also called Service Management. Service Management is a benefit for your child with STAR Health. It is case management for kids with higher medical or mental health service needs. It helps you too by finding other Medicaid services, family doctors, specialists or even making an appointment.

You may get a call from a STAR Health staff asking you to answer questions for a *General Health Assessment*. This is used to find out if your child can get the Service Management benefit. If your child qualifies, you must take these services. If a STAR Health staff has not called you, then call STAR Health Member Services to ask for an *Assessment*. If your child qualifies, Service Managers write a Health Care Service Plan and make sure that the goals for their health care are met. The plan is put on the Health Passport for you to see.

The Service Manager works in a team with the Service Coordinator. They make follow up calls to make sure your child is getting what they need. They may also play a part in planning for your child's hospital stay when there is not an emergency, as well as discharge planning. When needed, they may also help get your child an assessment or evaluation for mental health. The child's Service Manager will give you their name and office phone number.

What if a medical or other health service is denied for my child?

If you get a letter that says a service is not approved, you should call your CPS worker or supervisor right away. You should also give the caseworker a copy of the letter. They will work with their Well-Being Specialist to find out how to help the child get the service.

Want to get training on the STAR Health program?

Go to the fostercaretx.com website. Click the *About Us* tab, then the *Resources* link, then the *Training* link. You will find a list of Clinical Trainers across the state. You may call the one in your area to plan a face to face STAR Health orientation. Relative and Kinship families as well as foster parents can call to set up an orientation. Licensed foster homes will get training hours for going to the orientation and other trainings by Star Health. Kinship caregivers may also call their CPS caseworker for more details about STAR Health. Call 1-866-912-6283 for more information.