



BlueCross BlueShield of Texas



TEXAS STAR
Your Health Plan ★ Your Choice



Blue Cross and Blue Shield of Texas (BCBSTX)

STAR and CHIP Care Coordination Overview

STAR Kids Service Coordination Overview





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Content Overview

- Purpose
- What is STAR, CHIP and STAR Kids
- Service Area Map
- Magellan Behavioral Service
- STAR and CHIP Care Coordination Overview
- What is Care Coordination
- Care Coordination Team
- Care Coordination Contact Numbers
- STAR Kids Service Coordination
- What is a Service Coordination
- Service Coordination Team
- Service Coordination Contact Numbers
- Questions





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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.

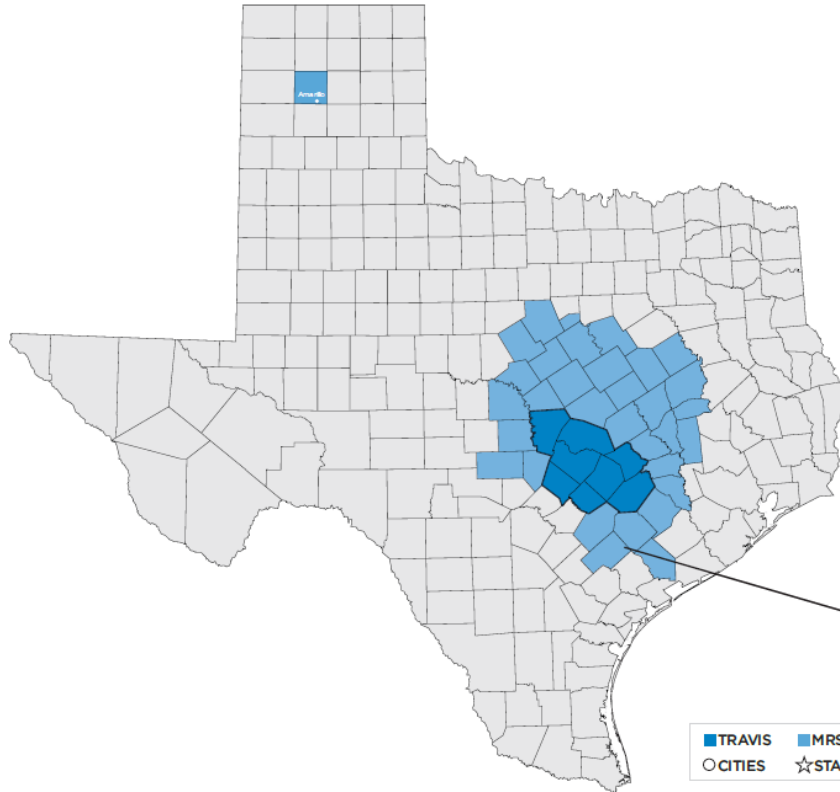
Important Medicaid Programs:

Texas Health Steps often referred to (THSteps) is health care 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 six 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.

Service Area Map

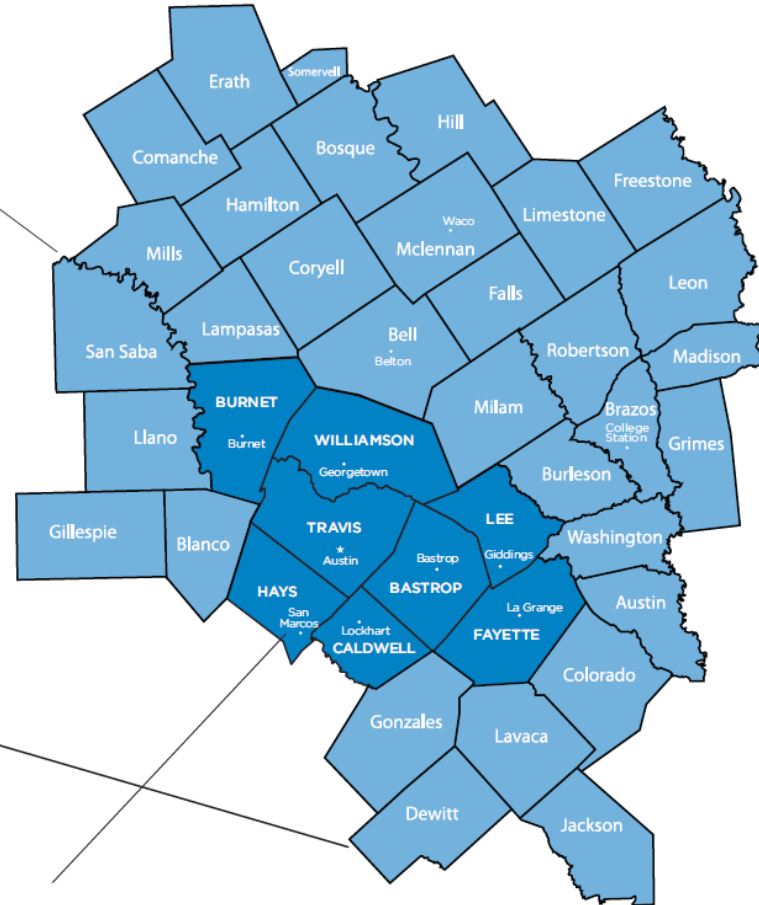
Service Area: **MRSA CENTRAL TEXAS** STAR Kids Only

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** STAR and CHIP Only

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



STAR and CHIP

Service Area: Travis

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

STAR Kids

Service Area: MRSA Central Texas

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

Magellan Behavioral Health



Magellan Behavioral Health can help you with:

- Ensuring our member take the medications to reduce symptoms and assist in independence.
- Talking to their family, friends and teachers about how we can work as a team to manage behavioral health symptoms.
- Deal with mental or emotional crisis.

Other Resources:

- If our member have behavioral health problems, call Magellan Health toll-free at **1-800-424-0324**. Members with hearing or speech loss may call the Magellan Health TTY line at **1-800-653-2833**.
- Magellan PCP Toolkit:
<http://www.magellanpcptoolkit.com/home.aspx>

BCBSTX contracts with Magellan Behavioral Health, Inc. ("Magellan"), an independent company, to administer BCBSTX's managed mental health program.



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STAR and CHIP Care Coordination Overview



What is Care Coordination?

Care Coordination 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.



BCBSTX Care 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), but our members do have to see a **Magellan provider**. Members also may want to talk to you about their problem.*

Maternity nurses who provide pregnancy support

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

*BCBSTX contracts with Magellan Behavioral Health, Inc. ("Magellan"), an independent company, to administer BCBSTX's managed mental health program.

Duties of Care Coordination Team

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

Help set up care with your 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 you receive these services.

Care 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](mailto: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 Care Coordination Brochure: <https://www.bcbstx.com/star/pdf/star-care-coordination-tx.pdf>

CHIP Care Coordination Brochure: <https://www.bcbstx.com/chip/pdf/chip-care-coordination-tx.pdf>

BCBSTX Provider Website: <https://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.



BlueCross BlueShield of Texas

STAR Kids Service Coordination Overview



What is Service Coordination?

Service Coordination is a STAR Kids benefit that helps our members choose services and plan so that our members can live in the most independent setting possible.

A BCBSTX service coordinator will be working 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.



BCBSTX 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 through Magellan Health.*

Behavioral health care does not need approval or a referral from the primary care provider (PCP), but our members do have to see a [Magellan provider](#). Members also may want to talk to you about their problem.*

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.

*BCBSTX contracts with Magellan Behavioral Health, Inc. ("Magellan"), an independent company, to administer BCBSTX's managed mental health program.

Duties of Service Coordination Team

Make home visits and find out what our members needs are

Complete the Child's STAR Kids assessment tool and 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

Checks, arranges, and approves community support needs and services:

- 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)

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.pdf

BCBSTX Provider Website: <https://www.bcbstx.com/provider/medicaid/>



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Questions?

Contact a BCBSTX Network Representative

Phone: 1-855-212-1615

TexasMedicaidNetworkDepartment@bcbstx.com