

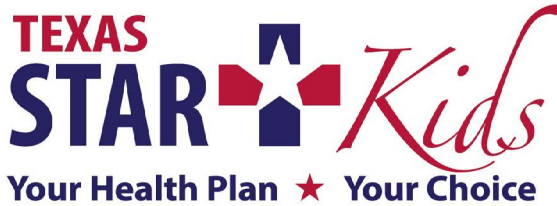


First Things First

Community First Health Plans News

Special Edition Provider Newsletter | Spring 2016

Community First Health Plans STAR Kids Program



Effective November 1, 2016, STAR Kids will be the first Texas Medicaid managed care program specifically serving youth and children who receive disability-related Medicaid.

STAR Kids creates an integrated program that addresses a member’s acute, behavioral, social, environmental and community long term services and supports (LTSS) to improve access to services in the least restrictive environment and overall health outcomes through a Person Centered, Person Directed Planning approach.

The STAR Kids Service array is inclusive of all Texas Medicaid acute, behavioral and special program services, as well as functionally necessary Long Term Service Supports (LTSS) such as Private Duty Nursing, Personal Care Services, Respite and Transition Planning.

STAR Kids Program Implementation Timeline

Community First Health Plans is diligently working through the implementation process of the STAR Kids program, with efforts being made to ensure operational readiness by the program go live date. Below is a timeline of milestone activities being facilitated by the MCO:

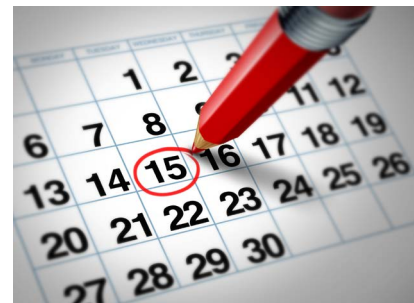
June 1, 2016: Systems readiness and provider network adequacy certification

August 1, 2016: Operational readiness

September 15, 2016: 45 day pre go-live overall readiness certification by all MCO operations systems and staff. Must be certified by HHSC as “ready” and submitted to CMS for approval.

November 1, 2016: Program go live effective date

HHSC reserves the right to make changes to timelines, program design, new or unanticipated requirements, which would require changes to the project requirements by MCOs.



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QUESTIONS?
If Interested in participating in STAR Kids, please Call Network Management at (210) 358-6030 or 1-800-434-2347 or email nmcfhp@cfhp.com

CFHP STAR Kids Service Coordinators

CFHP Service Coordinators will focus on maximizing a Member's health, well-being, and independence in a holistic manner. Our Service Coordinators will work with the Member's Primary Care Physician (PCP) and specialty care providers to coordinate all covered services, non-capitated services and non-covered services – this includes utilization management, case management (including behavioral health and substance abuse services), THSteps, etc. CFHP Service Coordinators are experienced in meeting the needs of vulnerable populations who have chronic or complex conditions and are solely dedicated to serving STAR Kids Members.



Our Service Coordinators are:

- Dedicated RNs, Nurse Practitioners, Physician Assistants, Licensed Vocational Nurses, and Social Workers
- Supported by Behavioral Health, Transition, Appeals, and Pharmacy specialists
- Assigned individually or as a coordination team based on member needs

Our Service Coordinators will:

- Assess member's needs utilizing the HHSC Screening and assessment Instrument (SAI).
- Develop a member-centered Individualized Service Plans which articulates assessment findings, short and long-term goals, service needs, and Member preferences.
- Connect the Member to an extended service network to meet their needs
- CDS Information sharing and education
- Assist in transition planning
- Educate members on the STAR Kids Program
- Provide members access to expertise in:
 - o Behavioral Health
 - o Co-occurring behavioral health conditions and IDD
 - o Medically complex conditions
 - o Substance abuse
 - o Local resources
 - o Pediatrics
 - o Long Term Services and Supports (LTSS) including HCBS Waiver programs
 - o End of life/advanced illness
 - o Curative treatment or palliative care
 - o Acute care
 - o Preventive care
 - o Cultural competency
 - o Pharmacology
 - o Nutrition
 - o Consumer Directed Services
 - o Texas Promoting Independence strategies such as diversion and relocation
 - o Person-Centered Planning
 - o Family Partners
 - o Peer Supports
 - o Positive behavior support
 - o Assistive Technology including augmentative communication and seating and positioning
 - o Supported employment
 - o Permanency planning and School transition

Contracting and Credentialing for Long Term Service Support Providers

Community First welcomes providers who are currently contracted with the Department of Aging and Disability Services (DADS), the Department of Family and Protective Services (DFPS), the Department of Rehabilitative Services (DARS) or the Department of State Health Services (DSHS) and who provide LTSS services in the San Antonio service area to join our provider network. For those already contracted with Community First, but not contracted for LTSS services in the STAR Kids program, consider expanding your area of practice or service array.

LTSS services include:

- Adaptive aids
- Emergency response services
- Employment assistance
- Financial management services
- Habilitation, minor home modifications
- Personal care services
- Private duty nursing
- Respite care
- Supported employment
- Transition assistance services
- Vehicle modifications



You may complete a Letter of Interest on the Community First website at www.cfhp.com.

The credentialing process takes up to 90 calendar days after receipt of a completed application. In addition to review of the demographic information, Community First will verify the presence of a valid and current license, certification, accreditation and/or applicable program contract to practice as an organization or agency in the profession of the requested service(s), conduct needed background checks and verify eligibility to provide LTSS services. A site visit by Community First may not be required for initial credentialing when a site visit has already been completed by the DADS program or Community First. Habilitation providers must provide information regarding the counties authorized under an active DADS contract for the following waiver programs: CLASS, HCS, DBMD, and/or Texas Home Living.

For the new STAR Kids members who will be added to the Community First family in 2016, our goal is to maintain the continuity of services that are familiar to our members through their existing LTSS service providers utilized in traditional Medicaid, Medicaid Waivers or STAR+PLUS. You can help, by referring LTSS providers who see your patients to Community First. Your patients will be glad you did.

STAR Kids Provider Advisory Board

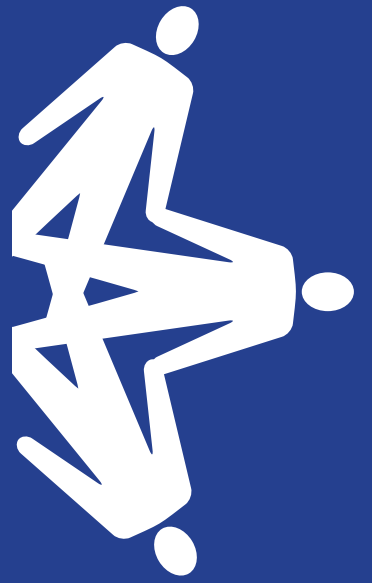
Interested in learning more regarding care guidelines for the STAR Kids program? Community First is seeking physicians and LTSS providers to participate on the new STAR Kids Provider Advisory Board. The Board is a subcommittee of the health plan Quality Improvement Committee. This committee is dedicated to quality patient care and improved health outcomes for health plan members. The goal of our new Advisory Board is to improve and/or maintain the health status of our STAR Kids members through improvement of quality care and services. Clinical and care guidelines specific to the STAR Kids program will be reviewed and approved by the Advisory Board. For questions or to express your interest in participating in the STAR Kids Provider Advisory Board please contact:

Susan Lomba

Exec. Dir., Quality Management & Accreditation

Office: (210) 358-6376

Email: slomba@cfhp.com



COMMUNITY FIRST HEALTH PLANS

12238 Silicon Drive, Suite 100 | San Antonio, TX 78249 | www.cfhp.com

If Interested in participating in STAR Kids, please email
Network Management at nmcfhp@cfhp.com

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