



STAR Kids Helpful Hints for Legal Guardians of Members with Dual Coverage

Guide for contacting primary care physician (PCP) or specialist for STAR Kids members with dual coverage.

Inform providers office member has dual coverage with Community First STAR Kids secondary insurance and Primary Insurance (ex: BC/BS, Aetna, Humana or United Healthcare and Community First STAR Kids Medicaid).

Due to member having dual coverage, member doesn't need to select an assigned PCP. When covered under STAR Kids; members with other insurance are not required to reflect a PCP on the ID card. The ID card reflects "Commercial PCP".

Advise provider to contact CFHP to validate eligibility and confirm.

Helpful Hints

- Report other insurance with Community First Health Plans in order to better coordinate care and benefits
- There are no financial responsibility to pay out of pocket ex: deductible or copayment
- If other insurance has terminated or changed please report to Community First Health Plans and Provider
- For any changes to other insurance LAR need to inform Third Party Resource (TPR) 1800-846-7307 in order for TX Medicaid to update their records.

Questions

Should you have any questions regarding your benefits and coordination of care, please contact STAR Kids Member Services (210) 358-6403 or (855) 607-7827. You may also submit your request through our secure member portal at www.cfhp.com

Thank you for choosing Community First Health Plans.