

STAR Kids Prior Authorizations Frequently Asked Questions

- 1. If my client moves to STAR Kids on November 1, 2016, and they have a Fee-For-Service (FFS) authorization that ends in November 2016, what do I need to do to make sure my client continues to receive services?**

FFS authorizations that are in place and have an end date in November 2016 will be automatically extended by 90 days to ensure continuity of care when the client transitions to the STAR Kids managed care organization (MCO). The MCO will honor the existing FFS authorization from the client's date of transition to the MCO through the end date of the extended authorization. Providers should work with the client's MCO to ensure they are enrolled with the client's MCO and have met any authorization / certification requirements for the requested services.

- 2. If my client moves to STAR Kids on November 1, 2016, and they have a FFS authorization that ends after November 30, 2016, what do I need to do to make sure my client continues to receive services?**

FFS authorizations that are in place and have an end date after November 2016 will not be extended. To ensure continuity of care when the client transitions to the STAR Kids MCO, the MCO will honor the existing FFS authorization from the client's date of transition to the MCO through the end date of the existing authorization. Providers should work with the client's MCO to ensure they are enrolled with the client's MCO and have met any authorization / certification requirements for the requested services prior to the end date of the existing FFS authorization.

- 3. How will my request be processed if the client does not show as STAR Kids when the FFS authorization is processed, but the client then changes to STAR Kids effective November 1, 2016, and the FFS authorization has ended?**

If the client eligibility does not reflect STAR kids effective November 1, 2016, at the time the authorization is processed, TMHP will process the request per the normal process. If the client eligibility changes to STAR Kids effective November 1, 2016, and the authorization ended prior to the STAR Kids transition date, the FFS authorization will be automatically extended by 90 days to ensure continuity of care during the transition period. Providers will need to contact the client's MCO to determine what the MCO requirements are for receiving the services and work with the MCO to ensure all necessary services are in place when the client transitions to STAR Kids.

- 4. How will my request be processed if the client does not show as STAR Kids when the FFS authorization is processed, but the client then changes to STAR Kids effective November 1, 2016, and the FFS authorization ends in November 2016?**

If the client eligibility does not reflect STAR kids effective November 1, 2016, at the time the authorization is processed, TMHP will process the request per the normal process. FFS

authorizations that are in place and have an end date in November 2016 will be automatically extended by 90 days in order to ensure continuity of care when the client transitions to the STAR Kids MCO. The MCO will honor the existing FFS authorization from the client's date of transition to the MCO through the end date of the extended authorization. Providers should work with the client's MCO to ensure they are enrolled with the client's MCO and have met any authorization / certification requirements for the requested services.

5. How will my request be processed if the client does not show as STAR Kids when the FFS authorization is processed but the client then changes to STAR Kids effective November 1, 2016, and the FFS authorization ends after November 2016?

If the client eligibility does not reflect STAR kids effective November 1, 2016, at the time the authorization is processed, TMHP will process the request per the normal process. To ensure continuity of care when the client transitions to the STAR Kids MCO, the MCO will honor the existing FFS authorization from the client's date of transition to the MCO through the end date of the existing authorization. Providers should work with the client's MCO to ensure they are enrolled with the client's MCO and have met any authorization / certification requirements for the requested services prior to the end date of the existing FFS authorization.

6. How will my request be processed if the authorization start date is after the start date of the client's STAR Kids eligibility?

Authorization requests received by TMHP with a start date after the client's STAR Kids eligibility start date will be returned to the provider with instructions to contact the client's MCO. Providers should work with the client's MCO to ensure they are enrolled with the client's MCO and have met any necessary authorization/certification requirements.

7. How will my request be processed if the client does not show as STAR Kids when the FFS authorization is processed but the client then changes to STAR Kids effective November 1, 2016, and the FFS authorization ends in October 2016?

If the client eligibility does not reflect STAR kids effective November 1, 2016, at the time the authorization is processed, TMHP will process the request per the normal process. FFS authorizations that are in place and have an end date in October or November 2016 will be automatically extended by 90 days to ensure continuity of care when the client transitions to the STAR Kids MCO. The MCO will honor the existing FFS authorization from the client's date of transition to the MCO through the end date of the extended authorization. Providers should work with the client's MCO to ensure they are enrolled with the client's MCO and have met any authorization / certification requirements for the requested services.

8. How will my request be processed if the client's STAR Kids eligibility shows in the TMHP system and the authorization start date is before the client's STAR Kids eligibility date, but the end date of the authorization is after the client transitions to STAR Kids?

If the client eligibility reflects STAR Kids effective November 1, 2016, TMHP will process the request per the normal process for dates prior to the client's STAR Kids eligibility. Dates of

service after the client's STAR Kids eligibility will be denied. However, all authorizations with an end date in October or November 2016 will automatically be extended by 90 days to provide for transition of care. The MCO will honor the existing FFS authorization from the client's date of transition to the MCO through the end date of the extended authorization. Providers should work with the client's MCO to ensure they are enrolled with the client's MCO and have met any authorization / certification requirements for the requested services.

9. How will my request be processed if the client's STAR Kids eligibility shows in the TMHP system and the authorization start date and end date are both before the client's STAR Kids eligibility date?

TMHP will process the request per the normal process for dates prior to the client's STAR Kids eligibility. All authorizations with an end date in October or November 2016 will automatically be extended by 90 days to provide for transition of care. The MCO will honor the existing FFS authorization from the client's date of transition to the MCO through the end date of the extended authorization. Providers should work with the client's MCO to ensure they are enrolled with the client's MCO and have met any authorization / certification requirements for the requested services.

10. How will my request be processed if the client's eligibility does not show STAR Kids at the time TMHP processes the request but the client's eligibility is later updated to show STAR Kids eligibility?

The request will be processed per usual TMHP guidelines. When retroactive eligibility is added to the system, Providers will need to work with the client's MCO to ensure they are enrolled with the client's MCO and have met any authorization / certification requirements for the requested services and determine how to receive payment for services provided. FFS authorizations that are in place and have an end date in November 2016 will be automatically extended by 90 days to ensure continuity of care when the client transitions to the STAR Kids MCO.

11. How will my claims be paid without a valid prior authorization during the STAR Kids Prior Authorization transition period?

For dates of service (DOS) October 1, 2016 – October 31, 2016, TMHP will reprocess claims on a weekly basis for services denied for Prior Authorization related reasons. Claims will only be reprocessed for the following procedure codes: [Prior Authorization Procedure Codes for Transitioning STAR Kids Clients](#).