



**Texas Children's
Health Plan**

The best decision a family can make.

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Provider News

October 2005

Texas Children's Health Plan launches new advertising campaign

Beginning this fall, Texas Children's Health Plan (TCHP) will launch a new advertising campaign in order to increase public awareness about TCHP's CHIP and Medicaid products.

During recent strategic planning sessions, TCHP surveyed employees and physicians, and both groups suggested increasing advertising and visibility throughout the community.

"This campaign will help us grow our STAR (Medicaid) membership, and that is important because we will have new competition in the market next year," said **Jan Scott**, Director of Government Programs at TCHP.

After several months of interviewing potential advertising agencies to lead the campaign, TCHP chose Sherry Matthews Advocacy

Marketing in Austin. The ad, which features a close-up photo of a young girl and the words: "Smile. We offer Medicaid and CHIP," will be placed on one hundred billboards throughout the Houston area in both English and Spanish. Spanish radio spots will be broadcast on several local Spanish stations. The phrase "The best decision a family can make," will appear under the Texas Children's Health Plan's logo, and provider directories and other materials will be redesigned to be consistent with the campaign.

"We're very excited about the impact this campaign will have in the community and the potential to raise our visibility," said **Chris Born**, president of Texas Children's Health Plan.

TCHP offers disease management program to members

TCHP offers a free disease management program to members who have diabetes. The program helps members with this chronic disease better understand their disease and treatment plan. TCHP's goal is to provide education and resources for these members and to support the physician/patient relationship.

Disease management services include:

- Educational materials in English and Spanish
- Gifts for members who complete a health risk assessment

- Individualized education and assistance with resources
- Home visits for high risk members
- Assistance with specialist referrals

To refer a member to TCHP's Disease Management Program for diabetes, providers should complete the enclosed Disease Management Referral form. A copy of the form is also available in the TCHP Provider Manual and on the TCHP Web site. Providers who have questions should contact their Provider Relations Representative at 832-828-1008.

Texas Children's Health Plan vision statement

Texas Children's Health Plan is committed to a community of healthy children by promoting the highest quality pediatric care, education, and research through efficient administration and care coordination.

CHIP and STAR benefits will be restored

The Children's Health Insurance Program (CHIP) added several benefits effective **September 1, 2005**. These benefits include:

- Vision services
- Tobacco cessation programs
- Chiropractic services
- Skilled nursing facilities (including rehabilitation hospitals)
- Hospice care services

Mental health and substance abuse services will increase also.

Dental services will be added in the future. More information about dental services will be sent soon.

TCHP members may self-refer for routine vision services and tobacco cessation programs. A referral from the primary care physician is required by TCHP for chiropractic services. Providers must use the Prior Authorization form located in the Provider Manual and on the TCHP Web site to request authorization for skilled nursing facilities and hospice services.

The Texas Medicaid program will restore several benefits effective **October 1, 2005** for Medicaid clients that are age 21 years and older. These benefits include:

- Eyewear
- Contact lenses, if medically necessary
- Services provided by a chiropractor
- Services provided by a podiatrist
- Hearing aids

Medicaid clients under 21 years old continue to be eligible for these benefits.

TCHP members may self-refer for routine vision services and eyewear. A referral from the primary care physician is required by TCHP for chiropractic and podiatry services. Providers must use the Prior Authorization form located in the Provider Manual and on the TCHP Web site to request authorization for hearing aids.



Fax Recall

An automated system

With a simple phone call, check eligibility, benefits and claims status . . . 24 hours a day, Monday through Saturday.

- Call 832-828-1007
- Enter member's identification number
- Enter provider's fax number
- Information issent to provider within three minutes



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Contact your Provider Relations representative for more information.

Use Fax Recall for eligibility and claims information

Texas Children's Health Plan's automated Fax Recall system allows TCHP providers to check eligibility, benefits and claims status after hours. The service is available 24 hours a day, Monday through Saturday.

Providers may call 832-828-1007 and enter the member's identification number and the provider's fax number. The requested information will be faxed to the provider's office within three minutes.

For additional information about Fax Recall, please contact a TCHP provider services representative at 832-828-1008.

Look for our next CME!

Texas Children's Health Plan, in conjunction with Baylor College of Medicine, will be hosting our quarterly CME on December 1st, 2005. The topic for this session will be "Diagnostic Testing." The speakers include Sheldon L. Kaplan, M.D., Robert W. Warren, M.D. and George D. Ferry, M.D.

The event will be held at the Edwin Hornberger Conference Center from 5:30 to 9:30 p.m.

For more information, or to register, contact Xuan Tran at 832-828-1292 or xgtran@texaschildrenshospital.org.

Newborn Medicaid claims require newborn identification numbers

Understanding the process for assigning Medicaid identification numbers is essential in eliminating claims filing errors. Hospitals initiate the Medicaid eligibility process by communicating information about births to the Texas Department of Health Bureau of Vital Statistics. Hospitals do this by submitting Texas Department of Health and Human Services (TDHS) form 7484 electronically using the Texas Department of Health Certificate Manager or Texas Electronic Registrar software. For more information about this electronic process, hospitals can call 512-458-7367.

Once TDHS Data Control receives the completed form 7484, it will verify the newborn's eligibility and send a notice with the child's Medicaid number and effective date of coverage to the mother and health care providers.

At this point, the child will be added to the TDHS eligibility file. TDHS will issue a Medicaid identification card and form 3087, and the child will be enrolled in a STAR plan. All newborns born to Medicaid managed care members are enrolled in the mother's health plan.

Except in cases of emergency, providers should verify eligi-

bility of newborns prior to rendering care. Both the form 3087 and the health plan identification card should be requested when determining eligibility.

When the eligibility process is complete and the newborn's identification number has been issued, claims can be filed with TCHP. Claims can be submitted as follows:

Texas Children's Health Plan
P.O. Box 300286
Houston, TX 77230-0286

Texas Children's Health Plan may assign a proxy identification number to newborns who have not yet received a Medicaid identification number. The proxy identification number will be the mother's Medicaid number followed by the suffix "NB." Providers can use the proxy number when filing claims for such members. Charges for newborn care should be filed separately from charges for the mother's care.

For more information, providers can refer to the Benefits and Eligibility Section of the Provider Manual or contact a Provider Relations representative at 832-828-1008.



TCHP conducts annual phone survey

Texas Children's Health Plan (TCHP) will conduct its annual phone survey of the provider network to ensure members are able to schedule appointments with providers in a timely manner.

All TCHP providers should inform their staff that they will receive phone calls from the TCHP Provider Relations Department this month.

The brief survey measures each office's ability to comply with established appointment accessibility standards.

See the chart on this page for the standards reviewed in the survey.

Type of appointment	Accessibility standard
Emergency care	Immediate appointment or emergency room referral
Urgent complaint	Appointment within 24 hours
Routine sick care (non-urgent)	Appointment with primary care provider within 3 days Appointment with specialist within 14 days
Well child or EPSDT	Appointment in under 14 days for child 0 to 6 months old Appointment in under 30 days for child 6 months or older
Adult preventive care	Within 3 months
Prenatal visit	Appointment within 14 days
Average office wait time	No more than 30 minutes

Change in appeals deadline for STAR members

The Health and Human Services Commission (HHSC) mandated a change in the appeal deadline for Medicaid HMO STAR claims. The change in appeal deadline was published in the March/April 2004 Texas Medicaid Bulletin. For all claims paid or denied on or after August 1, 2004, providers have 120 days from date of disposition of a claim to file an appeal.

The appeals filing deadline for CHIP and Texas Children's

Individual Medical Coverage is 180 days from the date of disposition of a claim.

Texas Children's Health Plan appeals and resubmissions should be submitted using the Appeal or Resubmission cover sheets found at www.texaschildrenshospital.org/healthcoverage/providers.



ePower

A Web-based system

With the click of a mouse, log on to ePower and view claims status, view authorization status, and verify member eligibility...in real time.

https://estep.cschcg.com/TCH_provider/doEntry.jsp



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Texas Children's Health Plan, Inc.

DIABETES DISEASE MANAGEMENT REFERRAL FORM

Phone (832) 828-1430

Fax (832) 825-8745

Date _____

Your name _____

Member ID _____

Office number _____

Member name _____

Fax number _____

Date of birth _____

Sex: M or F (circle one)

Diabetes diagnosis code(s) _____

Primary language _____

Parent of Guardian _____

Other diagnoses _____

Member/parent contact info

Home phone _____ Work phone _____

Cell phone _____ Other phone _____

Address _____

Referring Provider

Name: _____

Address: _____

Phone: _____ Fax: _____

Diabetes information

Has a written Sick Day Management Plan _____ Yes _____ No

ER visits for Diabetes – number in last year _____ Hospital admissions for Diabetes – number in last year _____

Diabetes medications Member is using _____

Requests

_____ Member needs education by phone or mail on:

Understanding of diabetes

How to follow sick day management plan

Assistance with obtaining medication and/or supplies, dme

Self-management education by Certified Diabetes Educator

Other education _____

_____ Home visit for member at risk of serious complications or *high risk member (attach clinical note for need of home visit)

*for example: 1 hospital admission or two or more ER visits in the last 12 months for DKA or severe hypoglycemia,

Provider's signature

Mail claims to the correct address

Refer to the chart below for the correct address to mail TCHP claims:

Texas Children's STAR product	Texas Children's Health Plan P.O. Box 300286 Houston, TX 77230
Texas Children's Individual Medical Coverage product	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230
Texas Children's CHIP product	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230



Provider Relations representatives improve communication

Texas Children's Health Plan encourages positive communication with its participating providers. Each provider office has been designated a Provider Relations representative. The Provider Relations representative is available to assist with any issues that may arise regarding TCHP and has the ability to advocate between a provider's office and any department within TCHP.

TCHP Provider Relations representatives	Phone number
Denise Allison	832-828-1052
Mike Banda	832-828-1054
Susie Fernandez	832-828-1056
Lucie Lara	832-828-1053
Belinda Matchett	832-828-1057
Roland Munguia	832-828-1055
Laressa Watts	832-828-1059

Early Childhood Intervention program helps children and their families thrive

The Early Childhood Intervention (ECI) program is a statewide system of services available to children with disabilities or developmental delays. The program teaches families how to help children reach their maximum potential through education and therapy services. ECI provides services to children from birth to 3 years old. These services consist of:

- Screenings and assessments
- Physical, occupational and speech therapy
- Activities to develop cognitive and self-help skills
- Activities to develop social and emotional development
- Assertive technology
- Transportation

- Transition to school or other services
- Nutritional services
- Family education and counseling
- Coordination of social and health services
- Access to support groups; case management
- Vision care

Federal law requires that providers refer children to ECI within two working days of identifying a developmental disability or delay. Providers should contact the ECI Care Line at 1-800-250-2246 to identify an ECI program in the member's area.