

SuperStars

SPRING 2017

A publication for
Texas Children's Health Plan
STAR Kids Members
TEXAS STAR Kids
Your Health Plan ★ Your Choice

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MK-0317-256

Plan to attend the 13th Annual Texas Parent to Parent Conference

The 13th Annual Texas Parent to Parent (TxP2P) Conference is planned for **Friday and Saturday, June 16 and 17** at the Embassy Suites by Hilton, Conference Center & Spa in San Marcos. This year, more than 60 sessions for parents, family members, self-advocates, and professionals will be offered. The conference educates Texas parents about how to deal with the unique issues and challenges they face on a daily basis in caring for their children. The two-day conference offers tracks with multiple sessions, each covering a different topic. Registration opens soon. **For more details, visit www.txp2p.org/index.html or call 1-866-896-6001.**

SuperStars
is published quarterly by
Texas Children's Health Plan.
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SPRING/2017

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N. HOUSTON, TX



A word from the doctor



Dr. Tapia

Welcome to STAR Kids! On behalf of Texas Children's Health Plan, we are so honored that you have trusted us with your child's health care. We value forming strong partnerships with families and their care providers. We also take family input seriously. In addition to our family advisory group, we are proud to employ families of children with disabilities and to partner with our local school districts and Texas Workforce Commission to provide internship opportunities for students with disabilities.

We hope you find this information useful. As always, we welcome your feedback and concerns.

*Carl Tapia, MD, MPH, FAAP
Medical Director, STAR Kids*

FREQUENTLY ASKED QUESTIONS

We know you have questions about STAR Kids and Texas Children's Health Plan. Here are some of the most common questions and their answers.

Who do I call if I need help?

Call Member Services toll-free at 1-800-659-5764. The phone number is on the front bottom of your Texas Children's Health Plan Member ID Card. You will need your member ID number when you call.

What do I have to do if I move?

As soon as you have your new address give it to the local HHSC benefits office and Texas Children's Health Plan Member Services Department toll-free at 1-800-659-5764. You will continue to get care through Texas Children's Health Plan until HHSC changes your address.

Be in the know!

Call Member Services and give them your email address so you can be among the first to know about our upcoming events!

Do you need application assistance? Email us at HealthPlan@texaschildrens.org.

We are now on Facebook! We like you. Will you like us?



What is Service Coordination?

Service Coordination provides initial and ongoing assistance identifying, selecting, obtaining, coordinating, and using Covered Services and other supports to enhance a member's well-being, independence, integration in the community, and potential for productivity.

What will a Service Coordinator do for me?

- Provide a holistic evaluation of individual dynamics, needs, and preferences.
- Educate and help provide health-related information.
- Help identify any physical, behavioral, functional, and psychosocial needs.
- Work with the Member and the Member's Legally Authorized Representative (LAR) and other caretakers in the design of an Individual Service Plan (ISP).
- Connect Members to covered and non-covered services necessary to meet identified needs.
- Monitor to ensure access to covered services is timely and appropriate.
- Coordinate covered and non-covered services.
- Intervene on behalf of the Member if approved by the Member/LAR.

How can I talk with a Service Coordinator?

Contact the Coordination Support Center of Texas Children's Health Plan toll-free at **1-800-659-5764 Option 4.**

What is a Transition Specialist?

Transition Specialists at Texas Children's Health Plan are more than super stars! In many parent's eyes, they are super heroes.

The role of a Transition Specialist is to help youth shift from pediatric care into adult health care. Transition Specialists start working with families of youth ages 15 to 20 years. The Transition Specialist helps guide the family and youth in making critical choices such as career planning, life after high school, work, guardianship, financial, independent living, and medical transition. In short, Transition Specialists help youth navigate the steps by integrating health care personal goals.

A crucial part of the transition process is when the young person turns 20 years old. The transition team works hard to help the youth evolve from STAR Kids into STAR Plus, and guides the family through this process.

This is done through checklists and making sure medical summaries are in place. An important part of the process is making sure the provider is in network. If your child has turned 15 years old, please contact your Service Coordinator to set up an appointment with your Transition Specialist.



Quinoa and Black Bean Salad



Here's what you need:

- ½ cup dry quinoa
- 1½ cups water
- 1½ tablespoons olive oil
- 3 tablespoons lime or lemon juice
- ¼ teaspoon cumin
- 2 tablespoons cilantro, chopped
- 1 can (15 ounces) black beans rinsed and drained
- 2 cups tomato, chopped
- 1 medium red bell pepper, chopped
- 1 medium green bell pepper, chopped
- Black pepper (to taste)

Directions:

1. Rinse the quinoa in cold water and soak it in water for 6-8 hours. Boil water in a saucepan, then add the quinoa. Return to boil, then simmer until the water is absorbed, 10 to 15 minutes. Cool for 15 minutes.
2. While quinoa is cooking, mix olive oil, lime juice, cumin, chopped cilantro, and scallions in a small bowl, and set aside.
3. Combine chopped vegetables with the black beans in a large bowl, and set aside.
4. Once quinoa has cooled, combine all ingredients, cover and refrigerate until is ready to be served.

Note:

This recipe can be modified by food processing or blending the cooked quinoa and black beans with some vegetable stock to the desired texture and adding the herbs and spices to taste. If your child is very selective with food or has eating difficulties, be sure to include food sources of Vitamins A, C, Zinc, Iron, and Calcium regularly. These are found in a variety of foods like fruits, green leaves, legumes, whole grains, yogurt, eggs, fish, vegetables, nuts, etc.

Happy healthy

Me!

Let's

MOVE!

- Set time aside each afternoon when the family can walk together to a nearby park or somewhere safe.
- Start walking 15 minutes the first day and slowly start incrementing 5 minutes.
- Bring some water with you.

Adaptive cardiovascular exercise:

Wrap a lightweight resistance band under your chair and do resistance exercises, such as chest presses, for a count of 1 second up and 2 seconds down. Try several different exercises to start, with 20 to 30 reps per exercise. Slowly increase the number of exercises, reps, and total workout time as you get stronger.

www.helpguide.org

Yummy Tummy

- Add small pieces of apples or bananas to your whole grain cereal or oatmeal.
- Bake or broil your fish, chicken or beef instead of frying it.
- Eat your last meal 3 hours before going to bed.

Check

This OUT!

Houston Parks and Recreation Department has adaptive recreation, activities, games and events.

Metropolitan Multi-Service Center
1475 W. Gray St. Houston, TX 77019
Phone: (832)395-7333

Website: houstontx.gov/parks/adaptivesports.html



Do you have questions or need help?

Take a look at our **Quick Guide to see who to call**. For complete information, check your Member Handbook or go to TexasChildrensHealthPlan.org/sites/default/files/pdf/STAR-KIDS-2016-Member-Handbook

Who to Call Quick Guide

If you need:

Please call:

Texas Children's
Health Plan

Member Services, toll-free at 1-800-659-5764 or TDD 1-800-735-2989 (Texas Relay) or 7-1-1 to find out how to get covered services for you or your child. Member Services is ready 8 a.m. to 5 p.m. Monday through Friday. After hours, on weekends and holidays, our answering service is ready to help you and/or take your messages. A Member Service Advocate will return your call the next business day. In case of an emergency, go to your nearest in-network emergency room or call 9-1-1.

A doctor's
care

Your primary care provider. His or her phone number is on your ID card. Your primary care provider is ready 24 hours a day, 7 days a week.

Service
Coordination
Team

To request to speak to your Service Coordinator, to request health information, ask about your service plan or request a home visit. The Service Coordination Team is staffed with individuals who speak English and Spanish. Interpreters who speak 140 different languages are also ready by phone.

Behavioral
(mental) health or
substance abuse
treatment

Behavioral Health/Substance Abuse Hotline, toll-free at 1-800-731-8529 to find out how to get services. Ready 24 hours a day, 7 days a week. No primary care provider referral is needed. If you have an emergency and need treatment immediately, call 9-1-1 or go to the nearest emergency room.

Nurse
Help Line

Toll-free at 1-800-686-3831 or TDD 1-800-735-2989 (Texas Relay). Registered nurses are ready 24 hours a day, 7 days a week. (Note: This is not an emergency care line.) The helpline is staffed with individuals who speak English and Spanish, are knowledgeable about the STAR Kids Program, Covered Services, the STAR Kids Population, and Provider resources. Interpreters who speak 140 different languages are also ready by phone.

Emergency care

Go to an in-network hospital emergency room. If the situation is life-threatening, go to the nearest emergency facility. No primary care provider referral is needed.

Urgent care

Your primary care provider or the Texas Children's Health Plan Nurse Help Line at 1-800-686-3831, TDD 1-800-735-2989 or 7-1-1.

Hospital care

Your primary care provider or specialist, who will arrange the care you need.



What you should know about Continuity of Care

One of the main concerns of new STAR Kids members is about Continuity of Care and whether they can keep their doctor. If you are new to Texas Children's Health Plan, we will help coordinate your care to prevent any delay in services. This may include continuing to see a non-participating physician for a period of time to allow for continuity of care. Contact your service coordinator or member services for more information. Here are some important things you should know.

From November 1, 2016 through October 31, 2017, Texas Children's Health Plan will not require approval, referral, or authorization to an out-of-network physician specialist either in or out of the service area. The out-of-network physician must be a valid Medicaid provider to receive payment for services from Texas Children's Health Plan. Texas Children's Health Plan does not require approval, referral, or authorization to in-network physician specialists, including behavioral health care, women's health care, or urgent care.

While Members may seek physician specialist services from in-network providers without Texas Children's Health Plan approval, we do encourage Members to talk to their primary care provider and medical home first, to ensure:

- The physician specialist is the right one for the illness or condition.
- The physician specialist does not require information from the primary care provider.
- The information from the visit is communicated back to the primary care provider.

Check out these resources and activities

Sailing Angels Foundation offers daily sailing outings for education and recreational therapy to children and adults with developmental or physical challenges, and life-threatening illnesses at no cost to participants.

Safety is a priority for Sailing Angels. Each participant is encouraged to help sail the boat. At the end of the trip, each sailor gets a certificate, medal and other goodies! Sailing trips are in Kemah, Texas.

To sign up, go to www.SailingAngels.org

Moms Offering Moms Support (Tyler/Northeast). Provides support, encouragement, and resources in an informal, fun, and relaxed atmosphere. For meeting information and locations, contact Stephanie Hacker, Respite Care Coordinator, Trinity Mother Frances Hospital, 904-606-6255 or Stephanie.hacker@tmfhc.org

Dads of Children with Special Needs Support Group, Tyler. For more information, contact Paul Bordlee, Epic Health Services at 903-509-3742 or Paul.Bordlee@epichealthservices.com

