

SuperStars

SUMMER 2017

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

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Abilities Expo coming to Houston

Looking for a fun family activity this summer?

The Abilities Expo will be in Houston August 4 through August 6 at NRG Center, Hall E.

Times of the expo are 11 a.m. to 5 p.m. on Friday and Saturday, and 11 a.m. to 4 p.m. on Sunday.

There is no charge for the expo, so plan to attend to find out about ability-enhancing products and services, to attend workshops, and enjoy the fun activities!

Register before and onsite on line at <http://www.abilities.com/houston/>



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Get outside



this summer!

Texas Parks and Wildlife Wheelchair-Friendly Parks

Exploring the great outdoors can be difficult when you have limited mobility. Many state parks offer some accessible features. These include trails, campsites, restrooms or exhibits.

Keep in mind that nature can play havoc with accessible facilities outdoors. Floods carve gullies in trails, drought leaves fishing piers and boat launches high and dry, and winds down tree limbs that block paths. Even wild critters can damage accessible facilities. Always call a park before you visit to ask about its accessible features.

Call the reservation center to request an accessible campsite at **1-800-389-8900**.

For more information or for a list of accessible parks visit: <http://tpwd.texas.gov/state-parks/parks/things-to-do/wheelchair-accessibility-in-state-parks>



Langham Creek Family YMCA

It has adaptive recreation, swimming classes, and sports.
16725 Longenbaugh Drive, Houston, TX 77095
281-859-6143

www.ymcahouston.org/langham-creek/

Morgan's Wonderland

It has air-powered waterproof wheelchairs and adaptive recreation.

5223 David Edwards, San Antonio, TX 78233
210-637-3486

www.morganswonderland.com/

Note: Many swimming pools and health clubs offer pool-therapy programs with access for wheelchair users. If you have some leg function, try a water aerobics class.





- Spend some time swimming this summer.
- Jump rope or do hula hoop for 15 minutes a day.
- Stay hydrated.

Adaptive exercise: arm circles

- Sit tall on the edge of your wheelchair with arms fully extended to the side.
- Make small circles and work your way up to larger circles.
- Continue for one minute.
- Do the same but this time counter-clockwise.
- Continue for one minute.

www.nchpad.org

Note: Talk to your doctor about activities suitable to your medical condition.

- Drink at least 7 glasses of water a day.
- Put some seedless grapes in the freezer and eat them frozen.
- Try making lemonade using Splenda or Stevia instead of sugar.



Peanut butter and banana drink

Ingredients:

- 2 cups of almond milk
 - 1 banana
 - 1 cup of leafy greens (such as spinach or kale)
 - 1 tablespoon chia or flax seed (soak in water first for about 5 min)
 - 1 tablespoon of peanut or almond butter
- Blend and mix all ingredients together on high.

Notes: This recipe can be modified by using sunflower or sesame seed butter and coconut or rice milk.

Source: www.care.com

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?



Preparing for a new school year

During the summer

Prepare a "Life Book," a collection of photos, list of activities, and work samples that accompany your child from year to year that illustrates life outside the school. It can provide new teachers, new members of the educational team, doctors, and hospital care team insights about your child and highlight the aspects of learning and growth that cannot be measured. The "Life Book" can also serve as a guide to the values and activities of the student's family.

Visit www.texaschildrenshealthplan.org/life-book to print your copy of the template for creating your child's Life Book. Ask your child's pediatrician and/or specialists for a list of your child's medications and dosage to be given by the school nurse for new school year.

During the two-week period before school starts when school staff are required to report to school:

- Make an appointment to meet with your child's teacher to introduce yourself and discuss your child's I.E.P.s goals and objectives for the new school year. Ask the teacher to participate with you in a communication notebook that is sent home every day with your child and returned the next day. The communication notebook can contain daily activities that a parent needs to know such as:
 - Seizure activity.
 - The number of bowel movements or urine catheterizations.
 - The length of time the ankle foot orthotics were worn during the day.
 - Amount of food and liquids taken during the school day.
- Talk to your child's school nurse and update your child's current medical status including necessary medicines and diet during school hours. Discuss emergency procedures and telephone numbers.
- Introduce yourself and your child to the school's principal.
- Contact transportation and ask for the name of the driver who will be taking your child to school and the time that the bus will arrive to and from school.
- If your child needs the shortest bus ride possible due to a medical condition such as seizures, talk to the assigned bus barn manager about the importance of your child having the shortest bus ride possible. If necessary, discuss with your child's pediatrician about writing a doctor's order for the length of time for a bus ride that is advised.

The Life Book is reprinted from Disability Solutions, VI, Issue 3, pages 8 & 9 accessed at www.DownSyndromeNutrition.com



Texas Children's Health Plan Super Star Member

Fabian Garcia works on successful transition

Fabian Garcia had many barriers in his transition process. With the help of one of **Texas Children's Health Plan's Transition Specialists, Monica Cordero**, Fabian and his mom Sandra were able to come up with health care and personal transition goals. Cordero felt an instant connection with this member's case and was able to help him achieve a successful transition from pediatric care to adult care.

The first goal they worked on was helping Fabian's mother, Sandra, obtain guardianship of her son, because he is 18 years old. Since the cost of guardianship was the main barrier, Cordero referred Sandra to Lone Star Legal Aide for help obtaining guardianship on a sliding fee scale. This was a successful feat for the family.

Currently, the family is working on a successful plan to transition from their pediatric provider into the Baylor Transition Clinic. This includes preparing not only Fabian, but the provider as well. Had it not been for Cordero, the family would not have known about the Baylor Transition Clinic which will start treating Fabian when he turns 19 years old.



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 doctor must be a valid Medicaid provider to get 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.



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](https://www.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.

