

Clarification on Continuity of Care for STAR Kids

Texas Children's Health Plan has revised its policies regarding continuity of care for STAR Kids.

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. 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.

While Members may seek physician specialist services from in-network providers without Texas Children's Health Plan approval, we do encourage Members to engage 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.

Below are specific examples:

1. If the Member is seeking services from a new physician specialist with no existing relationship, Texas Children's Health Plan does not require approval, referral, or authorization for an in-network physician specialist. 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. An out-of-network physician must be a valid Medicaid provider to receive payment for services from Texas Children's Health Plan. We may require an authorization for some services that the physician specialist may perform, such as genetic or psychological testing.
2. If the Member is seeking urgent care from a new physician specialist, Texas Children's Health Plan does not require approval, referral, or authorization for an in-network physician specialist. 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. An out-of-network physician must be a valid Medicaid provider to receive payment for services from Texas Children's Health Plan. We do encourage Member's to contact their primary care provider first, to:
 - Make sure it is appropriate to wait.
 - Monitor that the illness does not turn into an emergency.
 - Facilitate the appointment.

If a Member is seeking emergency services from a new physician specialist, we do not require an approval, referral, or authorization if the services are a covered benefit and are performed by a provider that is qualified to furnish the services and that are needed to evaluate or stabilize the emergency medical condition.

3. If the Member is seeking services from a physician specialist with an existing relationship, Texas Children's Health Plan does not require approval, referral, or authorization for an in-network physician specialist. 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. An out-of-network physician must be a valid Medicaid provider to receive payment for services from Texas Children's Health Plan. We may require an authorization for some services that the physician specialist may perform, such as genetic or psychological testing.