

STAR Kids Checklist: What You Need to Be Doing Now!

Beginning November 1, 2016, individuals 20 or younger who receive SSI Medicaid will receive all or some services through a STAR Kids Managed Care Organization (MCO).

Before the STAR Kids Rollout on November 1, 2016

- ❑ **Learn about STAR Kids:** The best way to learn about STAR Kids is to attend one of the Health and Human Services Commission's (HHSC) information sessions. Check the STAR Kids website for general information, a list of information sessions near you, or to request an information session for families in your area. Use this link bit.ly/TxSTARKids for the HHSC STAR Kids webpage.
- ❑ **Open all Mail from HHSC:** HHSC will mail information about how to enroll with a STAR Kids MCO and when key deadlines are.
- ❑ **Talk to Your Providers:** To keep the providers you trust, they need to enroll with a STAR Kids MCO. Make a list of all the providers your child uses (doctors, therapists, nursing agencies, DME companies attendants, etc.). Contact each of them to encourage them to enroll with the STAR Kids MCOs in your area. To find STAR Kids MCOs in your area, use this link bit.ly/TxSTARKids for the HHSC STAR Kids webpage.
- ❑ **Have MCOs Contact Your Providers:** Call the MCOs in your area and ask them if your child's providers are in their network. If not, request that they reach out to your child's providers and help them get enrolled. (MCOs are required to contract with any provider who is interested and was delivering Medicaid services to a child before they moved to STAR Kids.)
- ❑ **Enroll Preferred Providers:** If your provider is willing to serve you, but not all STAR Kids members, MCOs and providers can do "single case agreements" which will allow your child to continue receiving services from that Medicaid provider. Contact your MCO about a single case agreement and what your Medicaid provider would need to do to fill one out.
- ❑ **Get Copies of Your Records:** Ask for paper/electronic copies of all of your child's prescriptions, plans of care, assessments and prior authorizations. This will be helpful to ensure your child receives continuity of care during the transition from traditional Medicaid to STAR Kids managed care Medicaid.

2 Months Prior to STAR Kids Rollout: Enrollment begins August 1, 2016

- ❑ **Select a STAR Kids MCO:** If you do not select an MCO by October, your child will be automatically enrolled with an MCO that may not be the best for your child. You may change MCOs if this happens.
- ❑ **Plan for the Transition:** Renew prescriptions, stock up on medical supplies and schedule appointments, surgeries and other procedures before the STAR Kids rollout on November 1, 2016.

After STAR Kids Rollout: Services begin November 1, 2016

- ❑ **Receive Your Member Card:** Check to make sure all of the information is correct on your card. If not, call your MCO promptly to correct the information and request a new card.
- ❑ **Meet with Your Service Coordinator:** It's important to have a relationship with your service coordinator. If your MCO has not appointed one, call your MCO and request one.
- ❑ **Verify Single Case Agreements:** Contact your providers billing office to verify your single case agreement and ask if there are additional requirements to schedule appointments or get prescriptions that you need to know about.
- ❑ **Know Your Rights:** To start, read your member handbook, get information about how to change MCOs or providers, find out about your continuity of care provisions and learn how to get a 72 hour prescription if you run into problems at the pharmacy.

For more information, contact HHSC at STARKids@hhsc.state.tx.us.