



COMMISSIONER  
Jon Weizenbaum

Date August 31, 2016

To: Intermediate Care Facility for Individuals with an Intellectual Disability or Related Conditions (ICF/IID) Program Providers  
Home and Community-based Services (HCS) Program Providers  
Texas Home Living (TxHmL) Program Providers  
Deaf Blind with Multiple Disabilities (DBMD) Program Providers  
Community Living And Support Services (CLASS) Direct Service Agencies (DSAs)  
CLASS Case Management Agencies (CMAs)  
Local Intellectual and Developmental Disability Authorities (LIDDAs)

Subject: Information Letter No. 16-36  
Service Coordination in STAR Kids for Individuals Under Age 21

As described in [Information Letter No. 16-26](#) dated July 5, 2016, most individuals under 21 years of age who are enrolled in the ICF/IID Program or in the HCS, TxHmL, DBMD, and CLASS programs (ICF/IID waiver programs) will receive their acute care and most other Medicaid State Plan services through the STAR Kids managed care program beginning November 1, 2016.

Every member of STAR Kids will have access to a managed care organization service coordinator (MCO SC). The MCO SC is responsible for ensuring the appropriate and timely provision of acute care services and other state plan benefits not provided by the ICF/IID Program or an ICF/IID waiver program for an individual. The level of service coordination provided by the MCO SC, including the number of required visits will be based on an assessment completed by the managed care organization (MCO) and will vary by an individual's medical needs and the preference of the individual or legally authorized representative (LAR).

The persons currently responsible for development and implementation of an ICF/IID Program or ICF/IID waiver program service plan and monitoring of service delivery will continue to have this responsibility (See Tables 1 and 2). To coordinate an individual's STAR Kids managed care services and ICF/IID Program or ICF/IID waiver program services, the person who leads the development of the individual's service plan, as identified on Tables 1 and 2, should encourage the individual and LAR to invite the MCO SC to meetings in which the service plan is developed and other meetings in which the MCO SC's participation would be beneficial.

In addition, the persons who develop, implement, and monitor the ICF/IID Program or an ICF/IID waiver program service plan, as identified on Tables 1 and 2, should coordinate with the MCO SC for the ongoing care of an individual. For example:

- a program provider may contact the MCO SC to help obtain timely access to a specialist for an individual or assist in planning an individual's care after discharge from a hospital;
- a LIDDA may contact the MCO SC to obtain a copy of an individual's STAR Kids service plan; or

- a waiver program provider may obtain from the MCO SC a copy of a letter denying an individual an acute care service so the program provider can take appropriate steps, when necessary, to assist the individual to request the service through the waiver program.

A local intellectual and developmental disability authority service coordinator (LIDDA SC) for the HCS or TxHmL Program, or a case manager (CM) for the CLASS or DBMD Program must give a copy of this letter to each consumer directed services (CDS) employer with whom the LIDDA SC or CM works.

Persons who develop, implement, and monitor the ICF/IID Program or an ICF/IID waiver program service plan may contact a MCO using the information in Table 3 to identify an individual's assigned MCO SC.

**Table 1**

Table 1 identifies the persons who develop, implement, and monitor the service plan of individuals in the ICF/IID Program and individuals in the ICF/IID waiver programs who are not receiving services through the CDS option:

<b>Program</b>	<b>Persons who Develop the Service Plan</b>	<b>Persons who Implement the Service Plan</b>	<b>Persons who Monitor the Service Plan</b>
ICF/IID	Interdisciplinary Team (IDT) led by the Qualified Intellectual Disability Professional (QIDP)	ICF/IID staff and outside service provider staff	QIDP
CLASS	Service Planning Team (SPT) led by the CM	DSA / CM	DSA / CM
DBMD	SPT led by the CM	DBMD Program provider	DBMD Program provider
HCS	SPT led by LIDDA SC	HCS Program provider	LIDDA SC and the HCS Program provider
TxHmL	SPT led by LIDDA SC	TxHmL Program provider	LIDDA SC and the TxHmL Program provider

**Table 2**

Table 2 identifies the persons who develop, implement, and monitor the service plan for individuals receiving ICF/IID waiver program services through the CDS option.

<b>Program</b>	<b>Persons who Develop the Service Plan</b>	<b>Persons who Implement the Service Plan</b>	<b>Persons who Monitor the Service Plan</b>
ICF/IID	N/A	N/A	N/A
CLASS	SPT led by CM	DSA for services provided by the DSA; CDS employer or designated representative (DR) for services provided through the CDS option	CM and: <ul style="list-style-type: none"> <li>• DSA for services provided by the DSA</li> <li>• CDS employer or DR for services provided through the CDS option</li> </ul>
DBMD	SPT led by CM	DBMD Program provider for services provided by the DBMD Program provider; CDS employer or DR for services provided through the CDS option	CM and: <ul style="list-style-type: none"> <li>• DBMD Program provider for services provided by the DBMD Program provider;</li> <li>• CDS employer or DR for services provided through the CDS option</li> </ul>
HCS	SPT led by LIDDA SC	CDS employer or DR for services provided through the CDS option	LIDDA SC and the CDS employer or DR for services provided through the CDS option
TxHmL	SPT led by LIDDA SC	CDS employer or DR for services provided through the CDS option	LIDDA SC and the CDS employer or DR for services provided through the CDS option

**Table 3**

Table 3 provides contact information for each MCO.

<b>Name of MCO</b>	<b>Contact Information</b>
<b><u>Community First Health Plans</u></b>	1-855-607-7827 or (210) 358-6403. Providers will call and select the appropriate language (English/Spanish), press <4> for the provider menu. <1> to speak with a Service Coordinator; <2> for eligibility queries; <3> for claims; and <4> to speak with a Provider Representative.
<b><u>Children's Medical Center Health Plan</u></b>	1-800-947-4969
<b><u>UnitedHealthcare Community Plan</u></b>	1-888-887-9003
<b><u>Aetna Better Health Texas</u></b>	Provider: 1-844-787-5437 Member: 1-844-STRKIDS (1-844-787-5437) (This is the main Member Services line with an option to speak to the Service Coordination department.)
<b><u>Texas Children's Health Plan</u></b>	Provider: (832) 828-1004 or 1-877-213-5508 Member: 1-800-659-5764 Option 4
<b><u>Amerigroup</u></b>	1-866-696-0710, ext. 31084 Monday through Friday from 8 a.m. to 5 p.m. local time
<b><u>Driscoll Health Plan</u></b>	DHP Service Coordination – Nueces 1-844-508-4673 DHP Service Coordination – Hidalgo 1-844-508-4675
<b><u>Blue Cross Blue Shield of Texas</u></b>	1-877-784-6802
<b><u>Cooks Children's Health Plan</u></b>	Email: <a href="mailto:CCHPSTARKidsSCLeadership@cookchildrens.org">CCHPSTARKidsSCLeadership@cookchildrens.org</a> Telephone: 1-800-964-2247. Please press for the STAR Kids option and listen for the Service Coordination selection.
<b><u>Superior HealthPlan</u></b>	Provider Hotline: 877-391-5921

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More information on STAR Kids is available on the [STAR Kids website](#). Please visit that site for dates and locations of information sessions for providers and families in August and September 2016. Family sessions will be conducted in Spanish in some locations.

Questions related to the ICF/IID Program or ICF/IID waiver programs may be sent to: [pdo@dads.state.tx.us](mailto:pdo@dads.state.tx.us). Questions related to STAR Kids may be sent to: [STARkids@hhsc.state.tx.us](mailto:STARkids@hhsc.state.tx.us).

Sincerely,

*[signature on file]*

S. Michelle Martin  
Director  
Center for Policy and Innovation

*[signature on file]*

Elisa J. Garza  
Assistant Commissioner  
Access and Intake