

STAR Kids Checklist: What you need to be doing now!

Beginning November 1, 2016, children with disability-related Medicaid will get all or some of their services through a STAR Kids health plan.

6 Months Prior to STAR Kids Rollout on November 1, 2016

- Learn about STAR Kids:** The best ways to learn about STAR Kids and how it will work for your child is to attend one of the Health and Human Services Commission's information sessions. Check the Star Kids website to find the session nearest [you](#).
- Read all mail from HHSC:** You will get helpful information about picking a STAR Kids health plan. Make sure you pay attention to deadlines, or HHSC will pick a health plan for you.
- Talk to and keep your providers:** Keeping the providers you trust is important. Make a list of all the providers your child uses (doctors, therapists, nursing agencies, durable medical equipment companies, attendants, pharmacies, etc.). Call them and ask if they are part of the STAR Kids health plan networks in your area. If not, ask them to enroll. STAR Kids health plans by area are listed on the STAR Kids webpage <http://www.hhsc.state.tx.us/starkids>.
- Have MCOs contact your providers:** You can also call the health plans in your area and ask if your child's providers are in their network. If not, ask them to contact these providers and help them join the network. Health plans must offer contracts to any Medicaid provider your child saw before moving to STAR Kids. If your providers don't join the health plans network, they might be able to get a "single case agreement" to keep seeing your child.
- Get copies of your records:** Ask for paper or electronic copies of all of your child's medicines, plans of care, assessments and prior authorizations. This will help make sure your child keeps getting services after he or she moves into STAR Kids.
- Update addresses:** Make sure you keep your information up to date with HHSC at www.yourtexasbenefits.com and if you get Supplemental Security Income (SSI), at www.ssa.gov. You will receive a lot of important mail over the coming months.

3 Months Prior to STAR Kids Rollout: Enrollment begins August 2016

- Pick a STAR Kids health plan:** If you don't pick a health plan by October 12, 2016, HHSC will pick one for your child. If you want, you can change to another health plan after STAR Kids starts.
- Make sure prescriptions and orders are up to date:** If you have frequent check-ups, prescription refills, or medical supply needs, get them completed before STAR Kids begins on November 1, 2016.
- Check that your providers are in your STAR Kids Health Plan's network:** Check the Provider Directory to make sure your providers are in the network. If not, contact your health plan to see if they have an agreement with your provider.

After STAR Kids Starts: Services begin November 1, 2016

- Get your health plan member card:** Check to make sure all of the information is correct. If not, call your health plan quickly to get it corrected and ask for a new card.
- Meet with your health plan service coordinator:** Your health plan service coordinator is there to help you get the services you need. If you don't have a service coordinator, you can call your health plan and ask for one.

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- Tell your health plan about appointments you already scheduled:** If you already have an appointment scheduled with a specialist, make sure you let your health plan know so they can help you get what you need.
- Make sure your providers are signed up with your health plan:** If your child's Medicaid provider is not listed in your health plan directory, contact your health plan to make sure they have an agreement with the providers you see.
- Know your rights and benefits:** To understand your rights and benefits, read your member handbook. It includes information about your rights, including how to file a complaint, appeal, and fair hearing; how to change health plan or providers; how to get a 72-hour medications if you run out; and who to call for help.