

Operational Guidance Regarding Coordination Efforts with Head Start Centers and The Texas Health Steps Outreach Unit Operated By MAXIMUS and Request For Information Due By September 10, 2015

BACKGROUND

Medicaid managed care contracts require managed care organizations (MCOs), both health maintenance organizations (HMOs) and dental maintenance organizations (DMOs), to make an effort to coordinate and cooperate with existing community and school-based health and education programs that offer services to school aged children. This includes making a good faith effort to help members meet the Head Start requirement to receive the Texas Health Steps (THSteps) medical and dental checkups no later than 45 days after enrolling. At a minimum, MCOs must identify Head Start programs in their service area(s) and ensure that those programs know what to do to ensure children receive THSteps checkups, including how to contact the HMO or DMO to request assistance in scheduling checkups.

Medicaid managed care contracts also require MCOs and DMOs to cooperate with the Texas Health Steps Outreach Unit, operated by MAXIMUS, to ensure that recipients who miss medical and dental checkups receive prompt services. At a minimum, MCOs must ensure that MAXIMUS has appropriate contact information for the HMO and DMO to request assistance and/or refer members who have missed checkups and need assistance with scheduling a checkup with a network provider.

REQUEST

The Health and Human Services Commission requests all MCOs and DMOs provide the following information regarding compliance with the contract requirements listed above.

1. Please provide contact information for MCO staff working on outreach efforts with Head Starts.
2. Please provide a list of Head Starts in each of your service delivery areas, contacts, and outreach efforts with each one.
3. Please describe how your member services staff assist Head Start members with scheduling THSteps appointments.
4. Please describe how your member services staff assist MAXIMUS scheduling THSteps appointments or otherwise assuring requested care is received timely.

CONTACT INFORMATION

Please provide the requested information to Amanda Woodall, STAR and CHIP Program Specialist via email at Amanda.Woodall@hhsc.state.tx.us by close of business **Thursday, September 10, 2015**.