

Members with Special Health Care Needs Information Request Due April 3, 2015

Background

HHSC has revised contract requirements regarding members with special health care needs effective March 2015. HHSC requests that all plans provide information on how they have updated their processes and procedures to identify members with special health care needs and follow up with service management and service plans. MCOs are required to provide responses to the questions below:

1. What methodology does your plan employ in order to identify potential MSHCN?
2. What process does your plan use to evaluate potential MSHCN?
3. How does your plan ensure that MSHCN have direct access to a specialist, as appropriate for the individual's health care condition?
4. Do you have any feedback on the file transfers between MAXIMUS and the plans?
5. Do you have any additional suggestions for improvements?

Please submit your data and description by April 3, 2015, via email to Daniela De Luna, STAR and CHIP Program Specialist, at daniela.deluna@hhsc.state.tx.us, with a copy to your health plan management team.