

Answers to Common Questions

What is STAR Kids?

- STAR Kids is a Texas Medicaid managed care program for children and adults 20 and younger with disabilities. Managed care means you get Medicaid services through a health plan you pick. You also pick a primary care provider or clinic. This is a doctor, nurse or clinic that provides basic medical services, like checkups, and can refer you to a specialist when needed. If you have both Medicaid and Medicare, you do not need to pick a primary care provider or clinic.
- STAR Kids also offers long-term services and supports if you need them. Long-term services and supports include things like help in your home with basic daily activities and help making changes to your home so you can safely move around.

When will the STAR Kids program begin?

STAR Kids will begin statewide November 1, 2016.

Do I have to join STAR Kids?

You **must** join STAR Kids if you are 20 or younger, covered by Medicaid, and meet at least one of the following:

- Get Supplemental Security Income (SSI).
- Get Supplemental Security Income and Medicare.
- Get services through the Medically Dependent Children Program (MDCP) waiver.
- Get services through the Youth Empowerment Services (YES) waiver.
- Live in a community-based intermediate care facility for individuals with an intellectual disability or related condition (ICF/IID) or nursing facility.
- Get services through a Medicaid Buy-In program.
- Get services through any of the following Department of Aging and Disability Services (DADS) intellectual and developmental disability (IDD) waiver programs:
 - Community Living Assistance and Support Services (CLASS)
 - Deaf Blind with Multiple Disabilities (DBMD)
 - Home and Community-based Services (HCS)
 - Texas Home Living (TxHmL)

You **can** choose to join STAR Kids if you are covered by Medicaid and are:

- A member of a federally recognized tribe.

You **cannot** join STAR Kids if you:

- Are in foster care and get Medicaid services through traditional Medicaid or STAR Health.
- Are 21 or older.
- Live in the Truman W. Smith Children's Care Center.
- Live in a State Supported Living Center (SSLC).

What services are offered by STAR Kids?

Everyone gets:

- Their own care plan. This will help your doctors and other providers know what kind of care you need. A service coordinator who works for the STAR Kids health plan you pick will help you create this plan. The service coordinator will also help you to find doctors, make appointments and answer any questions you might have.
- A primary care provider. This is a doctor, nurse or clinic that provides basic medical services, like checkups, and can refer you to a specialist when needed.
 - If you get Medicare, you will not pick a primary care provider.
- Medicaid services like you get now, such as doctor's visits, hospital visits, therapies, specialists, medical equipment and medical supplies.
- Long-term services and supports, like nursing and personal care services in the home.
 - If you get services through the Medically Dependent Children Program (MDCP), you will also get your MDCP services, such as respite or home modifications, through the health plan you pick.
 - You might get services through a DADS IDD waiver, the YES waiver or live in a nursing home or an intermediate care facility for people with an intellectual disability or related condition (ICF/IID). If you do, you will get your long-term services and supports the same way you do today.
- "Value-added services", or extra services, offered by the STAR Kids health plan you pick.

If you get Medicaid and Medicare (dual eligibles), STAR Kids offers:

- No changes in your Medicare benefits. You will still use Medicare for basic medical services and medicines ordered by your doctor. You will use STAR Kids for your Medicaid long-term services and supports.

What happens to my dental benefits?

There will be no change to dental benefits. You will continue to get dental care in the same way you do now.

How do I pick a health plan?

This packet has items you will need to learn about the STAR Kids health plans in your area and information to help you pick a health plan.

Things to look for when picking a STAR Kids health plan:

- Which health plan works with the doctors and other providers you use the most?
- Which health plan has the extra services you like the most?

When do I make my choice?

You can pick a health plan starting August 1, 2016. You must pick a health plan by October 12, 2016.

What happens if I don't pick a health plan by October 12, 2016?

We will pick a health plan for you. It's better that you pick your own health plan by October 12, 2016.

Can I change my health plan?

Yes, you can change health plans at any time and for any reason, but it could take up to 45 days to take effect. If you want to change your plan, call toll-free 1-877-782-6440. If you have a speech or hearing disability, call 7-1-1 or toll-free 1-800-735-2989.

What happens next?

Follow the steps below to enroll. Everything you need is included in your STAR Kids packet.

- Step #1:** Read this document, **Answers to Common Questions**, to learn about managed care and the STAR Kids program.
- Step #2:** Use the **Personal Worksheet** to list your doctors and providers.
- Step #3:** Check the **health plan provider listings** to see which ones have the doctors and providers you use. Be sure to pick a primary care provider or clinic.
- Step #4:** Look at the **blue chart** to see which "value-added services", or extra services, each plan offers.
- Step #5:** Let us know which health plan and primary care provider or clinic you chose. Look at your letter to find a list of ways you can tell us your choice.

Where do I go for more information?

- Call **1-877-782-6440** (toll-free) 8 a.m. to 6 p.m. Central Time, Monday to Friday.
- If you have a speech or hearing disability, call **7-1-1** or **1-800-735-2989** (toll-free).
- We will be holding enrollment events around the state, where you can get in-person help signing up for a health plan. Continue to check: www.txmedicaidevents.com/ for updates on when enrollment events will be held in your area.
- More information about STAR Kids, including upcoming information sessions, can also be found on the Texas Health and Human Services Commission STAR Kids webpage at: www.hhsc.state.tx.us/starkids.