



TEXAS
Health and Human
Services

TEXAS
STAR Kids
Your Health Plan ★ Your Choice

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 **CHIP**

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If your kids touch germs and then touch their face, they can become sick. To prevent infections, kids should be taught to wash their hands after coughing, sneezing, playing or using the bathroom and before eating and drinking.

To remove germs from their hands, your kids should:

- Wet their hands with warm water.
- Cover every part of their hands, from wrists to under fingernails with soap.
- Scrub your hands while singing “Happy Birthday” twice.
- Rinse and dry.

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cookchp.org



Cook Children's Health Plan would like you to know about our website, cookchp.org.

There are many helpful items to read on our website. You can manage your health on our website.

A personal health assessment is available for you to use. This helps you assess your current health and figure out risks. It also lets you track your progress in improving behaviors. It also lets you know when to get preventive services. Our website also has information and tools to help improve your health.

If you cannot access the website you can always call Member Services Department at **1-800-964-2247** to request a paper copy of any of the information on this newsletter.

You can view and/or download information about the following topics:

- Our Quality Improvement Program.
- How you or your caregiver may self-refer to our Case Management and Disease Management Programs.
- How to contact us if you have questions about benefits and/or services.
- TDD/TTY services.
- Training requirements for CDS employees.
- Our policy prohibiting incentives for utilization management decision-makers.
- A description of our appeal process including the external review process.
- Member rights and responsibilities.
- Information about benefits, services and co-payments.
- Information about our pharmacy procedures, coverages and co-pays you may have.
- Information about restrictions on benefits that apply to services obtained outside our system or service area.
- How to request language assistance.
- How you can submit a claim for covered services.
- How you can find in-network doctors. You can also see the provider's information and qualifications.
- How you can get primary care services, including how to choose and access a primary care provider.
- How to get specialty care, behavioral health services and hospital services.
- How to get care after normal office hours.
- How to get emergency care.
- How to get care when you are outside of the service area.
- How to file a complaint.
- How we evaluate new technology for inclusion as covered benefit.
- Our notice of privacy practices and confidentiality policies.
- A copy of our provider directories.

What is a prior authorization?

A prior authorization is also known as a prior approval. It is a process that most health plans use to verify that a certain drug, procedure or treatment is medically necessary before it's approved.

Some common reasons a drug would need a prior authorization are:

- Drugs that may be unsafe when combined with other medicine or the dosage is too high.
- Lower-cost alternative medicines are available.
- Drugs that are often misused or abused, such as opioids.
- Prescription medications that are commonly used for cosmetic purposes.

If your drug requires a prior authorization, your doctor will need to give us more information. There is nothing you need to do. Once we get the additional information, it will be reviewed. It may take a couple days to review. Once a decision is made, we will notify your physician.

Protect Yourself from COVID

COVID-19 can spread between people who are in close contact. It spreads through small particles produced when an infected person coughs, talks or breathes. Being indoor with poor circulation increases your risk of getting COVID.

To prevent infection and to slow transmission of COVID-19, do the following:

Wash your hands regularly with soap and water. You can also clean them with alcohol-based hand rub.

Wear a mask.

Practice social distancing.

Avoid touching your face.

Cover your mouth and nose when coughing or sneezing.

Stay home if you don't feel well.

Avoid unnecessary travel.

Stay away from large groups of people.

For more information about COVID-19 visit
cookchildrens.org/coronavirus

Need to know more about the referral sent from your provider?

We are happy to let you know that you can see that information and so much more on your MyCookChildren's member portal!

To see this information anytime and anywhere, just log into your MyCookChildren's member portal account. Then click the *Referrals* section. The *Referrals/Authorization* tab will show the following:

Referral Number

This is the reference number for the service sent by your provider.

Referred To

This is the provider that requested to provide the service for you.

Referred By

This is the medical professional that ordered the service for you.

Start date

This is the requested date to start the service.

Expiration date

This is requested last date services will be provided.

Status

Lets you know if the service has been approved or denied.

If you would like to see more detail you can click the blue referral number link. You can see more information on the service here. You can also view the final letter sent to the provider.

If you need more help, please call 1-800-964-2247.

Healthy Texas Women Now Offers Postpartum Services

Beginning September 1st 2020, the **Healthy Texas Women** program offers women an enhanced postpartum services package called Healthy Texas Women Plus.

Who qualifies?

To qualify, Healthy Texas Women members must have been pregnant within the last 12 months. You cannot get Healthy Texas Women Plus more than 12 months after the enrollment date.

What services are offered?

Healthy Texas Women Plus services include:

Postpartum depression and other mental health conditions

Services include individual, family and group psychotherapy services and peer specialist services.

Cardiovascular and coronary conditions

Services include imaging studies; blood pressure monitoring; and anticoagulant, antiplatelet and antihypertensive medications.

Substance use disorders, including drug, alcohol and tobacco misuse

Services include screenings, brief interventions, treatment referrals, outpatient substance use counseling, smoking cessation services, medication-assisted treatment and peer specialist services.

This program pays only for the services listed above. If a health condition, such as cancer is found, you will be referred to a doctor or clinic that can treat you. If you are pregnant, you will be referred to a program such as Medicaid for pregnant women. You might have to pay for those extra services.

Questions About Enrollment

If you have questions about your enrollment, call **2-1-1** or visit **YourTexasBenefits.com**, where you can manage your account.

Questions About the Texas Healthy Women Program

In order to learn more about the Healthy Texas Women program and to search for a program provider, please visit HealthyTexasWomen.org.

Care Management Programs

We are here to help.

As a Cook Children's Health Plan member, you may be eligible for one of our Care Management programs at no cost to you.

Health and Wellness

The Health and Wellness Program promotes health screenings and wellness programs for improved health. We offer tools that provide you with information to promote health and wellness, including:

- Healthy weight maintenance
- Quitting smoking
- Encouraging physical activity
- Healthy eating
- Managing stress
- Avoiding at-risk drinking
- Identifying depression symptoms
- Diabetes education

Disease Management Program

If you have asthma or diabetes, our Disease Management Program can help you. We will mail you information to help you understand and manage your condition. You may also receive a call from one of our team members. They will:

- Help you create goals and make a plan to reach them.
- Support you through one-on-one phone calls.
- Provide you information about local support resources.
- Answer any questions you might have about your condition and treatment plan.
- Coordinate your care with your health care provider.

Case Management and Service Management/Service Coordination Programs

Our Members with Special Health Care Needs (MSHCN) are eligible for these programs. A MSHCN member is someone who both:

- Has a serious ongoing illness, a chronic or complex condition or a disability that will likely last for a long period of time.
- Requires regular, ongoing treatment and evaluation for the condition by appropriate health care personnel.

You will have your own Case Manager or Service Manager/Coordinator. They will help you get the services you need by:

- Completing an assessment to identify your needs.
- Creating a service plan or care plan to meet your needs.
- Talk to you about the plan to make sure you understand and agree.
- Work with you and your doctors to help you get needed services.

Baby Steps Program

Pregnancy is an amazing time for a woman. It can also be a time full of questions. The Baby Steps team is here to answer your questions. Our team is made up of nurses and community health workers. They will send you pregnancy, postpartum and newborn information. If you have a high-risk pregnancy, you will have a Case Manager. The Case Manager will answer questions and help you find any services you need. A high-risk pregnancy means you have something that raises your or your baby's chance for health problems or early (preterm) delivery.

How to Join One of Our Programs

You do not need a referral from your doctor to join. If you qualify, we will send you a welcome letter. You can also call us at **1-800-964-2247** Monday through Friday from 8:00 am to 5:00 p.m. local time. If you do not want to join a Care Management program, you can opt-out by calling the same number. This means that we will take you out of the program. Opting-out of a program will not affect your benefits.