# Texas Health Steps Provider Training (HHS)

#### **Overview**

- Background
- Texas Health Steps Medical
  - Scheduling
  - Checkup Components
  - Laboratory
  - Special Circumstances
  - Documentation and Billing
- Texas Health Steps Dental
- Related Programs and Resources



### **What is Texas Health Steps?**

## Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)

Federal Law in 1989 - Omnibus Budget Reconciliation Act (OBRA)

Social Security Act (SSA)

Comprehensive Care Program (CCP)



### **Statutory Requirements**

- Communicable Disease Reporting
- Early Childhood Intervention (ECI) referrals
- Parental Accompaniment
- Newborn Blood Screen
- Newborn Hearing Screen
- Critical Congenital Heart Disease (CCHD) Screen
- Blood Lead Level Screen
- Abuse and Neglect Reporting

#### Texas Medicaid Provider Procedures Manual

(TMPPM) Children's Services Handbook 5.1.2: THSteps Statutory State Requirements





# Compliance with Federal Legislation

- HHSC complies with Health & Human Services (HHS) regulations that protect against discrimination.
- All contractors must agree to comply with the following:
  - Title VI of the Civil Rights Act of 1964 (Public Law 88-352)
  - Section 504 of the Rehabilitation Act of 1973 (Public Law 93-112)
  - The Americans with Disabilities Act of 1990 (Public Law 101-336)
  - Title 40, Chapter 7 of the TAC Health and Safety Code 85.113 as described in "Model Workplace Guidelines for Businesses, State Agencies, and State Contractors" on page G-2.



# Scope of Texas Health Steps Services

- Periodic Medical Checkups
- Dental Checkups and Treatment Services
- Diagnosis of Medical Conditions
- Medically Necessary Treatment and Services



# Texas Health Steps Medical Checkup

#### Selecting a provider

**Checkups** - In fee-for-service (FFS) Medicaid, clients have freedom of choice when choosing a Texas Health Steps checkup provider. In managed care, a client needs to contact their health plan to determine how to access Texas Health Steps checkups.

**Treatment (If non PCP)** - Referral may be required through PCP for evaluation and/or management of conditions identified during a Texas Health Steps medical checkup.



#### **New Medicaid Clients:**

For FFS - Should receive a Texas Health Steps checkup within 90 days of receiving their Medicaid eligibility.

For Managed Care - Should receive a Texas Health Steps checkup within 90 days of enrollment in Managed Care Organization (MCO).

Allowance to 90-day requirement can be made if the provider has documentation of a previous checkup and child is current/not due for a checkup.



Checkups should be scheduled based on the ages indicated on the Texas Health Steps Medical Checkup Periodicity Schedule (publication E03-13634).

Families should be encouraged to schedule as soon as the child becomes due for a checkup.



#### Children less than 36 months of age

Checkups are due at more frequent intervals

#### Children 3 years and older

- Should have a yearly checkup as soon as they become due
- May be completed anytime after their birthday (timely)
- Will not be considered late unless the child does not have the checkup prior to their next birthday



Age Range Allowed	Number of Checkups
Birth through 11 months (Does not include the newborn or 12 months)	6
1 through 4 years of age	7
5 through 11 years of age	7
12 through 17 years of age	6
18 through 20 years of age	3



#### This allows:

- More flexibility in scheduling Texas Health Steps checkups
- Scheduling more than one child for a checkup at the same time
- Avoiding a checkup during flu season
- Scheduling a checkup prior to or after returning to their home communities for children of migrant workers



# **Checkup Timeliness for Managed Care**

#### **New Members**

- Newborns within 14 days of enrollment
- All other children, within 90 days of enrollment

#### **Existing Members**

- For children under age 36 months, a checkup is defined as timely if received within 60 days beyond the periodic due date based on their birth date
- For children 36 months and older, a checkup is defined as timely if it occurs within 364 calendar days after the child's birthday in a non-leap year or 365 calendar days after the child's birthday in a leap year
- Checkups received before the periodic due date are not reportable as timely medical checkups



### **Medical Home**

HHSC and Texas Health Steps encourage the provision of the Texas Health Steps medical checkup as part of a medical home. Texas Medicaid defines a medical home as a model of delivering care that is:

- Accessible
- Continuous
- Comprehensive
- Coordinated
- Compassionate
- Culturally Competent
- Family-centered



# Texas Health Steps Checkup Required Components

### **Medical Checkup Requirements**

#### **Federally Mandated Components**

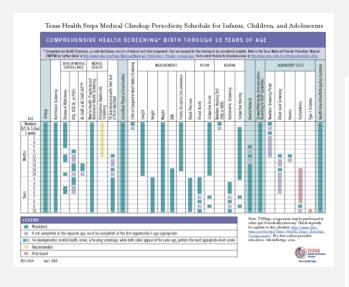
- Comprehensive Health and Developmental History
- Comprehensive Unclothed Physical Examination
- Immunizations
- Laboratory Screening
- Health Education/Anticipatory Guidance

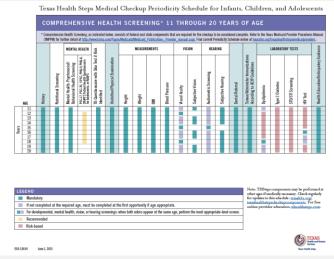
#### **State Requirement**

 Dental referral every 6 months until a dental home is established



# **Texas Health Steps Medical Checkup Periodicity Schedule**







### **Comprehensive Health History**

- Nutritional Screening
- Developmental Surveillance and Screening
- Mental Health Screening
- Tuberculin Skin Test (TST)



### **Nutritional Screening**

- Review of Measurements/BMI and Laboratory Screening
- Infants: Feeding Schedules
- Children and Adolescents: Dietary Practices
- Special Diets/Food Allergies
- Restaurant/Fast Food



### **Developmental Screening**

#### **Required Screening Tools**

Screening Age	Developmental Tool	Autism Tool
9 months	Ages and Stages Questionnaire (ASQ), Parent's Evaluation of Developmental Status (PEDS) or Survey of Well-being of Young Children (SWYC)	
18 months	ASQ, PEDS or SWYC	Modified Checklist for Autism in Toddlers (M-CHAT™ or M-CHAT-R/F™)
24 months	ASQ, PEDS or SWYC	Modified Checklist for Autism in Toddlers (M-CHAT™ or M-CHAT-R/F™)
3 years	ASQ or ASQ:SE, PEDS or SWYC	
4 years	ASQ or ASQ:SE, PEDS or SWYC	



### **Developmental Screening**

The provider must complete a standardized developmental or autism screening:

- If missed at an earlier checkup and still age appropriate
- For new patients 6 months through 6 years of age if no record of previous age-appropriate screening
- If there are provider or parental concerns at any visit through 6 years of age



### **Mental Health Screening**

#### Screening for:

- Behavioral
- Social
- Emotional Development

Required at each checkup.



# Mental Health Screening Postpartum Depression

Recommended (optional) screening during infant's checkup.

- Allows maternal screening at infant's Texas Health Steps checkup up to the infant's first birthday
- Requires use of validated screening tool
- Positive screens require referral
- Separate reimbursement in addition to checkup reimbursement



# Mental Health Screening Postpartum Depression

#### Coding postpartum depression screening

- Use CPT code G8431 for positive screens (screening for depression is documented as being positive and a follow up plan is documented)
- Use CPT code G8510 for negative screens (screening for depression is documented as negative, a follow up plan is not required)
- Only one of the following CPT codes may be submitted (G8431 or G8510)



# Mental Health Screening Adolescents

Recommended (optional) screening for adolescents 12 through 18 years.

- Allows screening annually
- Separate reimbursement annually in addition to checkup reimbursement
- Required use of one of the validated and standardized mental health screening tools approved by Texas Health steps



# Mental Health Screening Adolescents

Texas Health Steps approved mental health screening tools include:

- Pediatric Symptom Checklist (PSC-17)
- Pediatric Symptom Checklist (PSC-35)
- Pediatric Symptom Checklist for Youth (Y-PSC)
- Patient Health Questionnaire (PHQ-9)
- Patient Health Questionnaire (PHQ-A [depression screen])
- Car, Relax, Alone, Friends, Forget, Trouble (CRAFFT)
- Patient Health Questionnaire for Adolescents (PHQ-A [AAP's anxiety, eating problems, mood problems...screen])
- Rapid Assessment for Adolescent Preventive Services (RAAPS)

Download forms at <u>brightfutures.aap.org</u>.



# Mental Health Screening Adolescent Requirement

### Rapid Assessment of Adolescent Preventive Services - RAAPS

- Short format
- Cloud-based and paper version
- 5 minutes to complete
- Annual cost for both technology and paper versions
- Multiple languages

Available at: <a href="https://possibilitiesforchange.org/faq/">https://possibilitiesforchange.org/faq/</a>.



# Mental Health Screening Adolescent Requirement

Coding mental health screening in adolescents

- Use CPT code 96160
- Screening tool completed by the adolescent.
- Use CPT code 96161
- Screening tool completed by the parent or caregiver on behalf of the adolescent



### **TB Screening**

- Administer the Texas Health Steps TB
   Questionnaire annually beginning at 12 months of
   age
- <u>Texas Health Steps TB Questionnaire</u>
- Administer a Tuberculin Skin Test (TST) (CPT code 86580) if risk for possible exposure is identified
- A follow-up visit (CPT code 99211) is required to read and interpret all TSTs



### **Physical Examination**

- Comprehensive
- Must be unclothed

- Completed by:
  - Physician
  - PA (Physician Assistant)
  - CNS (Clinical Nurse Specialist)
  - NP (Nurse Practitioner)
  - CNM (Certified Nurse-Midwife)
- RN (Registered Nurse)
  - Under direct supervision of physician
  - Completion of online education modules
  - May not provide checkups at an FQHC or RHC



### **Immunizations**

#### At each medical checkup

- Assess immunization status.
- Use diagnosis code Z23 to indicate immunization administration.
- Administer according to the Advisory Committee on Immunization Practices (ACIP) recommendations unless:
  - Medically contraindicated, or
  - Parent's reason of conscience (including religious beliefs).

Providers **must not** refer children to the local health department or other entity for immunizations.



### **Immunizations**

#### **Texas Health Steps ages birth through 18**

- Vaccine available through TVFC
- Reimbursement covers administration fee

#### **Texas Health Steps ages 19 and 20**

- Privately purchased vaccine
- Reimbursed by Medicaid
- Reimbursement covers vaccine and administration fee



### **Laboratory Services**

#### **Newborn Screening**

- 1st screen collected at 24-48 hours of age
- 2<sup>nd</sup> screen collected at 7-14 days of age
- Up to 12 months if no record of testing
- Special circumstances, such as adoption
- DSHS Laboratory NBS Refusal Form

#### **DSHS NBS Clinical Care Coordination** will:

- Open case for each out-of-range result
- Communicate abnormal results to the provider
- Provide guidance for recommended actions
- Monitor case until infant is cleared or diagnosis is determined



### **Laboratory Services**

#### **Lead Screening and Testing**

A blood lead level is mandatory at 12 and 24 months of age.

#### **Initial screening**

- Capillary or venous specimen
- DSHS Laboratory only
- Point-of-care testing in provider's office



### **Laboratory Services**

#### HIV:

- Required once for all clients 16 through 18 years of age
- Risk-based for all clients 11 through 20 years of age

Provide information that testing for HIV is:

- Routinely available, confidential
- Completely anonymous by choice
- Child or specimen may be sent to laboratory of provider's choice, including the DSHS Laboratory

Access the <u>THSteps Risk Based Guidance Tool</u> for additional information including risk factors for HIV screening



### **Exception to Periodicity**

- Needed in addition to regularly scheduled checkups
- Must be a complete medical checkup
- Must be medically necessary



**Health Services** 

### **Exception to Periodicity**

- The same procedure codes,
- Provider type modifier, and
- Condition indicators (NU, ST, S2)

Modifiers in table shown below indicate the reason for exception.

Modifier	
SC	<ul> <li>Medically necessary (developmental delay or suspected abuse).</li> <li>Environmental high-risk (sibling of child with elevated blood level).</li> </ul>
32	To meet state or federal requirements for Head Start, daycare, foster care, or pre-adoption.
23	When needed before a dental procedure provided under general anesthesia.



# Texas Health Steps Follow-up Visits

A return visit may be required to complete necessary screenings or procedures

- Placing or reading a Tuberculin Skin Test (TST)
- Immunizations
- Specimen collection for a laboratory test
- Completion of a component
- Separate reimbursement may not be available

CPT code 99211 with Texas Health Steps provider identifier, and THSteps benefit code.



**Health Services** 

### **Children in Foster Care**

Children entering or re-entering foster care require the following:

- Texas Health Steps medical checkup within 30 days
- Tuberculin Skin Test (TST)

Checkups must be performed by a medical provider enrolled in Medicaid and Texas Health Steps, and who is contracted with STAR Health.

STAR Health member connection representatives call caregivers immediately once a child is enrolled in STAR Health to offer assistance with scheduling the Texas Health Steps checkup.



**Health Services** 

# Texas Health Steps <a href="Documentation">Documentation</a>

All checkup components must be documented in the medical record.

Quality review activities include:

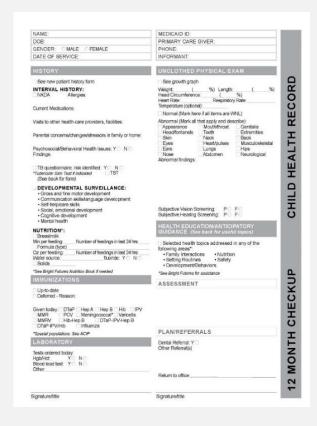
- Random chart review
- Focused studies of Texas Health Steps medical checkup completeness
- MCO reviews



# Texas Health Steps Child Health Record Forms

- Optional
- Age-specific
- Reflect current policy

**THSteps Child Health Record Forms** 





**Health Services** 

#### **Tuberculosis (TB) Questionnaire**

The only required form for a Texas Health Steps checkup.

#### Ways to document the questionnaire

- Document the results of the completed tool in the checkup record - or -
- Retain or scan completed questionnaire in the record or -
- Include and document the answers to the TB Questionnaire within a provider-created medical record



#### **Other Optional Forms**

- Form Pb-110 Risk Assessment for Lead Exposure
- Parent Hearing Checklist



For all electronic, online, or web-based tools, consent/release of information may be needed for:

- Transfer of patient data stored electronically in external databases, or
- If data will be used for purposes other than Texas Health Steps checkups



Previous results may be used to meet the checkup requirements if completed within:

- Preceding 30 days for children who are two years of age and younger
- Preceding 90 days for children who are three years of age and older

#### Documentation must include:

- The date(s) of service
- Clear reference to previous visit by the same provider, or results obtained from another provider



**Health Services** 

### **Texas Health Steps Billing**

The Current Procedural Terminology (CPT) codes are available in the Texas Medicaid Provider Procedure Manual (TMPPM).

Providers, including Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs) should contact:

- The appropriate medical or dental managed care plan, or
- TMHP for patients with fee-for-service coverage

RHCs and FQHCs receive an all-inclusive encounter rate.



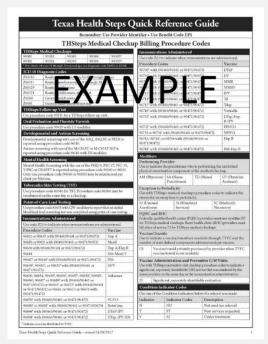
### **Texas Health Steps Billing**

ICD-10	Descriptor
CM Code	ICD-10-CM Coding for Texas Health Steps
Z00110	Newborn exam, birth to 7 days
Z00111	Newborn exam, 8 days to 28 days
<b>Z00129</b>	Routine child exam
Z00121	Routine child exam, abnormal
<b>Z0000</b>	General adult exam
<b>Z0001</b>	General adult exam, abnormal

**TMHP Code Updates** 



### Texas Health Steps Quick Reference Guide (QRG)



Access the <u>THSteps Quick Reference Guide</u> on the TMHP THSteps Webpage



# **Texas Health Steps Quick Reference Guide**

### THSteps medical checkup CPT codes:

#### **New Patient**

99381, 99382, 99383, 99384, 99385

#### **Established Patient**

99391, 99392, 99393, 99394, 99395

#### **Follow Up visit**

99211

#### **Immunizations**

- Diagnosis code Z00110, Z00111, Z00129, Z00121, Z0000, or Z0001 in addition to Z23
- Appropriate immunization administration and vaccine codes



# **Texas Health Steps Quick Reference Guide**

#### **Additional requirements**

THSteps Benefit Code EP1

Identify the provider completing the physical examination

- AM-Physician
- SA-Nurse Practitioner
- TD-Registered Nurse
- U7-Physician Assistant

#### Condition indicators

- NU-Not used (no referral)
- ST-New services requested
- S2-Under treatment



# **Texas Health Steps Quick Reference Guide**

Procedures that are a benefit may be reimbursed on the same day as a medical checkup-

- Postpartum depression screening (CPT code G8431 or G8510)
- Developmental screening (CPT code 96110)
- Autism screening (CPT code 96110 with U6 modifier)
- Mental health screening in adolescents (CPT code 96160 or 96161)
- Tuberculin Skin Test (TST) (CPT code 86580)
- Point-of-care lead testing (CPT code 83655 with QW modifier)
- Immunizations administration (Individual MCOs may require the use of a modifier)
- Oral Evaluation & Fluoride Varnish (CPT code 99429 with U5 modifier)



# Separate Identifiable Acute Care Evaluation & Management (E/M) Visit

Acute or chronic condition that requires care in addition to the checkup:

- May be treated at the same time of the medical checkup, or
- Child may be referred

Child's medical record must contain documentation of medical necessity.

A separate claim is not indicated when treatment for an insignificant or trivial problem/abnormality does not require additional work.



# Separate Identifiable Acute Care Evaluation & Management (E/M) Visit

Both the checkup and E/M visit may be reimbursed as a NEW patient visit if child meets new patient requirements.

Contact the MCO or TMHP for claims filing information

- Appropriate diagnosis code
- Appropriate evaluation and management code



### **Related Programs**

# Texas Vaccine for Children (TVFC)

Children birth through 18 years of age who meet at least one of the following criteria are eligible to receive TVFC vaccine from any TVFC-enrolled provider.

- Medicaid enrolled or medicaid eligible
- UNinsured
- American Indian or Alaskan Native
- UNDERinsured
- Enrolled in CHIP



# Texas Vaccine for Children (TVFC)

#### **UNDERinsured**

A child who has commercial (private) health insurance, but:

- Coverage does not include vaccines; or,
- Insurance covers only selected vaccines (TVFCeligible for non-covered vaccines only)



# ImmTrac2 - Texas Immunization Registry

- State law requires that all providers must report
- Child's immunization information is stored electronically
- Free Service
- One centralized system

#### Consent happens during:

Birth registration process

#### Or

Completion of consent form



# Case Management for Children and Pregnant Women

#### **Services**

- Assist eligible clients in gaining access to medically necessary medical, social, educational and other services
- Provides health related case management services to Medicaid eligible children and pregnant women
- A Medicaid benefit and a component of Texas
   Health Steps services



# Case Management for Children and Pregnant Women

#### **Eligibility**

To be eligible for case management services, the client must:

- Be Medicaid-eligible in Texas
- Be a child with a health condition/health risk or a pregnant woman with a high-risk condition (pregnant at time of enrollment)
- Need assistance in gaining access to the necessary medical, social, educational, and other services related to their health condition/health risk or highrisk condition
- Desire case management services



### **Case Management Referral Pad**

- Designed for providers to make referrals for Case Management
- Order publication #05-13916 on the <u>THSteps Catalog Webpage</u>
- Two-sided pad with 50 referral forms





**Health Services** 

### **Personal Care Services (PCS)**

**PCS** is a Medicaid benefit that assists eligible clients who require assistance with **activities of daily living** (ADLs)

and

instrumental activities of daily living (IADLs) because of a physical, cognitive or behavioral limitation **related to** their disability or chronic health condition.



**Health Services** 

### **Personal Care Services (PCS)**

#### **ADLs**

- Bathing
- Locomotion or Mobility
- Dressing
- Eating
- Personal Hygiene
- Positioning
- Transferring
- Toileting

#### **IADLs**

- Grocery/Household Shopping
- Light Housework
- Laundry
- Meal Preparation
- Medication Assistance or Administration
- Escort or Assistance with Transportation Services
- Money Management
- Telephone Use or Other Communication



Texas Department of State
Health Services

Assistance is provided by non-skilled attendants. Nursing tasks are not covered under Personal Care Services.

### **Personal Care Services (PCS)**

#### Who can receive PCS?

#### Individuals who are:

- Younger than 21 years of age
- Enrolled with Texas Medicaid
  - Fee-for-Service (FFS)
  - STAR
- Have physical, cognitive, or behavioral limitations related to a disability, or chronic health condition that inhibits ability to accomplish ADLs and IADLs
- Have parental barriers that prevent the client's responsible adult from assisting the client



### **Community First Choice (CFC)**

Community First Choice (CFC) is a program that enables Texas Medicaid to provide the most cost effective approach to basic attendant and habilitation service delivery.

**CFC** is a Medicaid benefit that assists eligible clients who require assistance with **activities of daily living** (ADLs)

and instrumental activities of daily living (IADLs) because of a physical, cognitive or behavioral limitation related to their disability or chronic health condition.

It also helps with habilitation - teaching a person how to do everyday tasks without help.



### **Community First Choice (CFC)**

#### **Services**

- Personal assistance services is assistance with activities of daily living (ADLs), instrumental activities of daily living (IADLs), and health-related tasks through hands-on assistance, supervision or cueing
- Habilitation services is the acquisition, maintenance and enhancement of skills-training to accomplish ADLs, IADLs, and health-related tasks
- Support Management provides voluntary training for individuals who want to choose to select, manage and dismiss their own attendants
- Emergency Response System is a service for members who would otherwise require extensive routine supervision and who live alone, alone for significant parts of the day, or do not have regular caregivers for extended periods of time



### **Community First Choice (CFC)**

#### Who can receive CFC?

Individuals who are:

- Younger than 21 years of age
- Enrolled with Texas Medicaid
  - Fee-for-Service (FFS)
  - STAR
- Have physical, cognitive, or behavioral limitations related to a disability, or chronic health condition that inhibits ability to accomplish ADLs and IADLs
- Require an institutional level of care, such as:
  - A nursing facility
  - An institution of mental disease
  - An intermediate care facility for individuals with an intellectual disability or related condition



# Children with Special Health Care Needs (CSHCN)

#### **Benefit Summary**

The Children with Special Health Care Needs (CSHCN) Program serves:

- Children who have special health-care needs
- Individuals of any age who have cystic fibrosis

The program helps clients medically necessary services:

- Medical, dental and mental health care
- Vision
- Special medical equipment and supplies
- Family support services
- Community services
- Case Management

Children with Special Health Care Needs

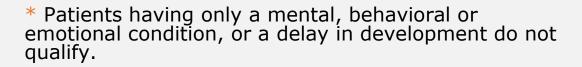


# Children with Special Health Care Needs (CSHCN)

#### **Eligibility Summary**

The program is available to anyone who-

- Lives in Texas
- Is 20 years of age or younger
- Ang age with a diagnosis of cystic fibrosis.
- Has a income level at or below 200 percent of the federal poverty level
- Has a medical problem that
  - Is expected to last at least one year
  - Will limit one or more major life activities
  - Requires a higher level health care
  - Has physical symptoms\*





**Health Services** 

# Medical Transportation Program (MTP)

The Medical Transportation Program (MTP), under the direction of HHSC, arranges transportation for all children eligible for Medicaid, and children in the Children with Special Health Care Needs (CSHCN) Services Program. MTP is responsible for the prior authorization of all MTP services.

Clients can request transportation services by calling toll free:

- Statewide 1-877-633-8747
- Houston/Beaumont area 1-855-687-4786
- Dallas/Ft. Worth area 1-855-687-3255



### Resources

# Texas Health Steps Provider Outreach Referral Service

The Texas Health Steps Provider Outreach Referral Service is utilized by Texas Health Steps providers who request outreach and follow-up on behalf of a Texas Health Steps patient. This service provides necessary outreach such as:

- Contacting a patient to schedule a follow-up appointment
- Contacting a patient to reschedule a missed appointment
- Contacting a patient to assist with scheduling transportation to the appointment
- Contacting a patient for other outreach services

THSteps Provider Outreach Referral Form



Texas Department of State

# Texas Health Steps Provider Outreach Referral Service

A Texas Health Steps provider may submit a request for patient outreach to the Texas Health Steps Special Services Unit (SSU) using the Texas Health Steps Provider Outreach Referral Form.

Once received, SSU will process each referral and attempt to respond to it in a timely and efficient manner.

Successfully contacted patients are:

- Assisted with scheduling or rescheduling an appointment and/or obtaining transportation to the appointment
- Educated about the importance of keeping or canceling appointments when appropriate
- Engaged in a problem-solving process to overcome barriers preventing them from keeping appointments



### Texas Health Steps Provider Outreach Referral Service

	FAX COVER SHEET
	FAX COVER SHEET
DATE:	
*0	SPECIAL SERVICES UNIT
	877-847-8377
	512-533-3867
FROM:	
PHONE:	
FAX:	
TOTAL P.	AGES INCLUDING COVER SHEET:
TOTAL P	AGES INCLUDING COVER SHEET:
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No.	TEXAS HEALTH STEPS PROVIDER OUTREACH REFERRAL FORM FAX: 512-533-3867							
f		033-3867						
<ul> <li>Complete this form and submit be</li> <li>Use only <u>ONE FORM PER HOUS!</u></li> <li>You will receive notification once</li> </ul>	HOLD, up to 2 patients.	ied.						
rovider Information		Dat	e:					
Provider/Clinic Name:		Cont	act Name:					
Office Address: Phone Number:	City:	Fax Numb	County:	Zip Code:				
Provider Type:   Medical	Dental   Orthor		e Management	Other:				
Parent/Guardian Information		JOHN JL ON	re reassage need	La cone.				
Parent/Guardian Name:		e Number:	Mei	ole Number:				
Address:	City:		County:	Zip Code:				
Language Preference: Engli	sh Spanish	Other:						
Patient #1 Information								
Patient Name:		of Birth:		icaid ID:				
	Checkup THS	iteps Followup	Sick Visit	Lead				
Other: Reason for referral (check all that a	neth)							
Patient missed appointment, d		Assistance	e needed schedu	ing appointment.				
Follow-up appointment for add				dress (Case Management Only)				
Assist with transportation to ap			e comments.					
Comments:								
	Outreach Services	Results (SSU U	se Only)					
<ul> <li>Appointment scheduled, daten</li> </ul>			Patient provided education about appointment etiquette.					
Patient assisted with transport			Patient will contact provider directly.					
No action taken; patient declin Unable to locate patient; letter		No action	No action taken; patient no longer eligible for Medicaid.					
Comments to Provider:	marieu to patierit.	Coner.						
Patient #2 Information								
Patient Name:		of Birth:		icald ID:				
	Checkup THS	Steps Followup	Sick Visit	Lead				
Other:								
Reason for referral (check all that a								
Patient missed appointment, d Follow-up appointment for add		e needed schedu						
Assist with transportation to ap		Provide updated patient address (Case Management Onl Other, see comments.						
	p. ou io ou i.	Julie, se						
Comments:								
			ee Only)					
	Outreach Services			about appointment etiquette.				
Comments:	Outreach Services							
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## **Provider Outreach Referral Service**

Texas Health Steps providers may submit the referral form and fax cover sheet to the THSteps Special Services Unit (SSU) at:

512-533-3867

Providers who have questions about the Provider Outreach Referral Service or need technical assistance with completion and submission of the referral form should contact their Texas Health Steps Provider Relations Representative.

<u>Texas Health Steps Provider Relations Representatives</u>



### **Online Provider Education (OPE)**

OPE offers more than 50 **FREE** online CE courses on a variety of preventive health, oral health, mental health and other topics that support the Texas Health Steps program.



http://www.txhealthsteps.com/



### **Online Provider Education (OPE)**

The courses are available 24/7 and offer education covering:

- Best practices
- Case-based evaluation and diagnostic training
- Texas Health Steps preventive and screening services
- Overall Medicaid benefits



### **Online Provider Education (OPE)**

The site also offers mobile-friendly quick courses and case studies. These 5 minute courses provide targeted instruction and up to date information on timely Medicaid topics.

Stay connected to OPE!

Sign up for OPE updates with GovDelivery



# Texas Health Steps Resource Catalog

Texas Health Steps offers brochures, posters and other outreach resources, at no cost to Medical and Dental Providers, Schools, Community Based Organizations (CBOs), Case Managers and other partners.

Materials cover a variety of topics, including:

- Medical or Dental Checkup
- Newborn Hearing Screening/TEHDI
- Medical Transportation Program
- Case Management for Children and Pregnant Women



THSteps Resource Catalog

# Texas Health Steps Resource Catalog

Email a request to <a href="mailto:txmailhouse@maximus.com">txmailhouse@maximus.com</a> to receive a log in/password to place an order, or call 512-919-1623.

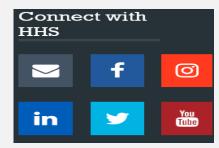
Include the following information:

- Organization Name
- Physical Street Address (Cannot ship to PO Box)
- City, State, Zip Code
- Contact Person
- Telephone (With area code)
- Email address (Email address is required to receive an online account to order publications)



### Sign up for Texas Health Steps Alerts

You can sign up for email notifications that will let you know when information, forms, and/or documents on the Texas Health Steps website have been updated. To begin receiving notifications, go to the HHS internet home page at <a href="https://hhs.texas.gov/">https://hhs.texas.gov/</a> and click the email icon under Connect with HHS.







### **Texas Health Steps Provider Relations**

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