



## **UnitedHealthcare Community Plan STAR Kids Update Helping Children Live Healthier Lives**

STAR Kids begins November 1, 2016, and Texas Health and Human Services has a plan to make sure that services Medicaid members are getting continue as they move to managed care. We are committed to families with children and young adults in the STAR Kids program and will help by offering the following:

**NEW from UnitedHealthcare Community Plan: Expanded Access to Care**  
**STAR Kids members can keep seeing their current provider(s) through October 31, 2017, even if the provider is not a part of our UnitedHealthcare Community Plan Provider Network.**

STAR Kids members with commercial insurance may continue with their current provider(s) **through October 31, 2017**, whether or not the provider is in Texas Medicaid or in our UnitedHealthcare Community Plan provider network. We have a special team that helps families who have other insurance to coordinate services.

### **Authorized Services**

Members will get service coordination based on their needs to help them navigate the health care system. The service coordinators will assess STAR Kids members, and work with the member, their family and their team of doctors, to create a plan of care based on their needs. This plan will include services that are medically necessary.

Until the plan of care is in place, prior authorized services may continue for up to 6 months or until the end of the current authorization. Services include:

#### **Acute medical services, such as:**

- Doctor visits
- Hospital stays
- Labs

#### **Long-term services and supports (Home and Community-based Services), such as:**

- Personal Care Attendant services
- Community First Choice
- Private Duty Nursing

Family members, caregivers and providers should let the member's service coordinator know of any changes in condition so that we can meet those needs. Please call the STAR Kids Service Coordination Hotline toll-free at **1-877-352-7798**.

For questions, STAR Kids members can call Member Services toll-free at **1-877-597-7799**.