

What is Service Coordination?

Care coordination services are the back bone of the STAR+PLUS program and are intended to coordinate acute and long-term care services. All clients receiving long-term care services, or who request them, receive care coordination services from Cigna-HealthSpring STAR+PLUS. They include development of an individual plan of care with the client, family members and provider, and authorization of long-term care services for the client.

Cigna-HealthSpring STAR+PLUS meets these needs through the Service Coordination department. You and your Cigna-HealthSpring Service Coordinator will work together to:

- › Assess your health needs.
- › Create a care plan.
- › Organize all your services.
- › Monitor progress toward your health care goals.

What will a Service Coordinator do for me?

The Cigna-HealthSpring Service Coordinator can:

- › Call you and get to know you and your health care, long-term care and behavioral health needs.
- › Help you find services that are not normal Medicaid benefits. This could be physical therapy with the schools or help with getting food or electricity from community resources.
- › Help you get services you need.
- › Help coordinate doctor's visits.
- › Help coordinate transportation.

- › Help find resources that help with special health care needs.
- › Help caregivers deal with stress caused by illness, money problems or family problems.

How can I talk with a Service Coordinator?

You will get your Service Coordinator's name and phone number. You can call your Cigna-HealthSpring Service Coordinator at **1-877-725-2688**. You can also call Member Services at **1-877-653-0327**.

What is Early Childhood Intervention (ECI)?

ECI is a statewide program that supports families to help their children who have a medically diagnosed disability or doesn't seem to be developing at the same pace as other babies or toddlers of the same age, reach their potential.

Do I need a referral for this?

You do not need a medical diagnosis or a doctor's referral to access ECI services. Anyone involved with the child – family members, caregivers, teachers, doctors, or friends – may make a referral. Most often, parents are the first to notice if their child has missed important developmental milestones. A child can be referred to ECI at any time, even as early as birth.

Where do I find an ECI provider?

You can go to <https://dmzweb.dars.state.tx.us/prd/citysearch>

And you may also ask for help from your Cigna-HealthSpring by calling Member Services at **1-877-653-0327**.

GET HELP AT EVERY STEP OF THE WAY

What is Texas Health Steps?

Texas Health Steps offers regular medical, dental, and vision checkups. It also offers vaccines to infants, children, teens, and young adults aged 0-20. Texas Health Steps helps to:

- › Find and treat your child's health, dental and vision problems early.
- › Make sure your child gets his or her vaccines.
- › Give you health education to keep your child healthy.
- › Help you find a Case Manager.

What services are offered by Texas Health Steps?

Texas Health Steps is the Medicaid health-care program for children, teens, and young adults, birth through age 20.

Texas Health Steps gives your child:

- › Free regular medical checkups starting at birth.
- › Free dental checkups starting at 6 months of age.
- › A case manager who can find out what services your child needs and where to get these services.

Texas Health Steps checkups:

- › Find health problems before they get worse and are harder to treat.
- › Prevent health problems that make it hard for children to learn and grow like others their age.
- › Help your child have a healthy smile.

When to set up a checkup:

- › You will get a letter from Texas Health Steps telling you when it's time for a checkup. Call your child's doctor or dentist to to set up the checkup.
- › Set up the checkup at a time that works best for your family.

If the doctor or dentist finds a health problem during a checkup, your child can get the care he or she needs, such as:

- › Eye tests and eyeglasses.
- › Hearing tests and hearing aids.
- › Dental care.
- › Other health care.
- › Treatment for other medical conditions.

Call Cigna-HealthSpring at **1-877-653-0327** or Texas Health Steps **1-877-847-8377 (1-877-THSTEPS)** (toll-free) if you:

- › Need help finding a doctor or dentist.
- › Need help setting up a checkup.

- › Have questions about checkups or Texas Health Steps.
- › Need help finding and getting other services.

If you can't get your child to the checkup, Medicaid may be able to help. Children with Medicaid and their parent can get free rides to and from the doctor, dentist, hospital, or drug store.

- › Houston/ Beaumont area: **1-855-687-4786**.
- › Dallas/ Ft. Worth area: **1-855-687-3255**.
- › All other areas: **1-877-633-8747 (1-877-MED-TRIP)**.

How and when do I get Texas Health Steps medical and dental checkups for my child?

Regular medical checkups help make sure that your child grows up healthy. You should take your child to their main doctor or another Cigna-HealthSpring Texas Health Steps provider for their medical checkups.

Your child should get medical checkups at the following ages:

First Year	3-5 days old 2 weeks old 2 months old 4 months old 6 months old 9 months old 12 months old
Second year	15 months old 18 months old 2 years old 2-1/2 years old
Third year and after	3 years old 4 years old 5 years old 6 years old 7 years old 8 years old and every year until aged 20

Your child should get regular dental checkups to ensure healthy teeth and gums. Dental checkups need to start at six months old and keep going every six months after that. You can get these services by calling your child's main doctor or main dentist to schedule a visit. Tell the person on the phone that you want to schedule a Texas Health Steps checkup. The first checkup should be set up within 45 days of your child joining the health plan.

What dental services does Texas Health Steps offer for my child?

Your child can go to any Texas Health Steps dentist for a dental checkup. You don't need a referral from your main doctor for regular dental checkups, emergency dental care or other dental services.

Dental services include:

- › Routine dental checkup every six months.
- › Fixing tooth decay.
- › Cleaning of teeth (as often as every six months).
- › Braces (except for cosmetic reasons).
- › Emergency dental care.
- › X-rays as needed.
- › Fluoride treatments to prevent tooth decay.
- › Other services as needed.



Remember

Ask your dentist about dental sealants for your child. A dental sealant is a clear plastic material that can help prevent tooth decay.

Does my doctor have to be part of the Cigna-HealthSpring network?

Yes. Your child can go to any Texas Health Steps Medicaid provider for Texas Health Steps services. Most Cigna-HealthSpring main doctors who treat children can offer Texas Health Steps services. You can talk to your child's main doctor first. Be sure to show your Cigna-HealthSpring ID card and your Texas Benefits Medicaid card to the provider.

Do I have to have a referral?

No, you don't need a referral for Texas Health Steps services for your child. You should talk to your main doctor if you plan to go to a non-Cigna-HealthSpring provider for services. Cigna-HealthSpring pays for services provided by network doctors.

What if I need to cancel an appointment?

You should call your Texas Health Steps doctor or dentist as soon as you know that you need to cancel a visit. When you call, be sure to schedule a new time for your child's visit. Many providers want you to call 24 hours before the scheduled visit.

What if I am out of town and my child is due for a Texas Health Steps checkup?

When you return, setup a checkup as soon as you can. It is very important that your child get these services.

What if I am a migrant farmworker?

You can get your checkup sooner if you are leaving the area. Call the Texas Health Steps at **1-877-847-8377** (toll free), Monday to Friday, 8 a.m. to 8 p.m. To learn more, go to **www.dshs.state.tx.us/caseman**.