



September 13, 2016

To All PCOT Practices

Ladies and Gentlemen:

On September 13, 2016, the PCOT's Board of Directors executed an amendment to our contract with Multiplan to include STAR Kids, a new network for Medicaid managed plans.

The STAR Kids plan will be run by United Health Care. Please see the attached summary of terms of this contract.

The STAR KIDS managed Medicaid program is set to begin 11/1/2016.

Please indicate your practice's plans to participate in this Multiplan STAR Kids contract by checking one of the boxes below for the health plan. This response should be faxed to PCOT at 903-526-2320.

Sincerely,

Jennifer Roach
Executive Director

☐ Yes, our practice will accept these fees and all physicians in the practice will participate in the Multiplan contract for STAR KIDS Managed Medicaid.

☐ No, our practice does not wish to participate in the Multiplan contract for STAR KIDS Managed Medicaid.

Date: _____ Practice Name: _____

Authorized Signature: _____

Tax I.D. No. _____

Printed Physician Name(s)

**We help make it easier
for you to care for STAR Kids
as if they were your own.**



Coming Soon:

UnitedHealthcare Community Plan STAR Kids



UnitedHealthcare Community Plan STAR Kids

At the heart of it, our STAR Kids plan helps support the care you provide STAR Kids members, especially by helping coordinate and increase access to health care services, streamlining administrative processes and providing competitive reimbursements.

If you've never worked with a managed care organization like UnitedHealthcare Community Plan, you may be pleasantly surprised by how we've simplified processes like claims submission and improved access to services through service coordination oversight.

“ We will strive to get to know each STAR Kids member individually to help make sure they receive the right services at the right time with the right personal fit for the best health outcomes. ”

– **Angela Trahan**, STAR Kids President,
UnitedHealthcare Community Plan
(Pictured with her son Ashton, daughter
Addison and husband Andy)



With UnitedHealthcare Community Plan, you and your patients who are STAR Kids members have access to all of the following benefits:



Dedicated service coordinators who provide eyes and ears into your patients' lives

STAR Kids are more than just kids with specialized health care needs. They are kids with hopes and dreams, hobbies and friends, homes and families. We assign each STAR Kids member a service coordinator who evaluates their physical, social and emotional health care needs to develop a truly holistic, personalized care plan. Our service coordinators only serve STAR Kids, so they can keep in close contact with them — even visiting them at home and providing safety nets like transportation to health care services.



Online tools that simplify administrative processes and support the care you provide

Simply log onto our secure website to submit claims and claims reconsideration requests, check member eligibility, confirm benefits, view panel rosters and more — with just a few clicks. In addition to convenient online administrative processes, you'll find resources such as our unique, web-based CommunityCare tool with features like the most up-to-date medication and authorized service lists, and reports that highlight care opportunities.



Planning to help young adults transition to the next step of health care

Our dedicated team of transition specialists uses the resources at GotTransition.org and collaborates with Texas Parent to Parent (txp2.org) to support STAR Kids members ages 15–20 as they transition to adulthood and gain skills to manage their health care more independently.



Value-added services that promote health and happiness

STAR Kids may be eligible for additional covered benefits that help enhance wellness and quality of life, such as memberships to fun recreation, fitness and enrichment programs and social activities.



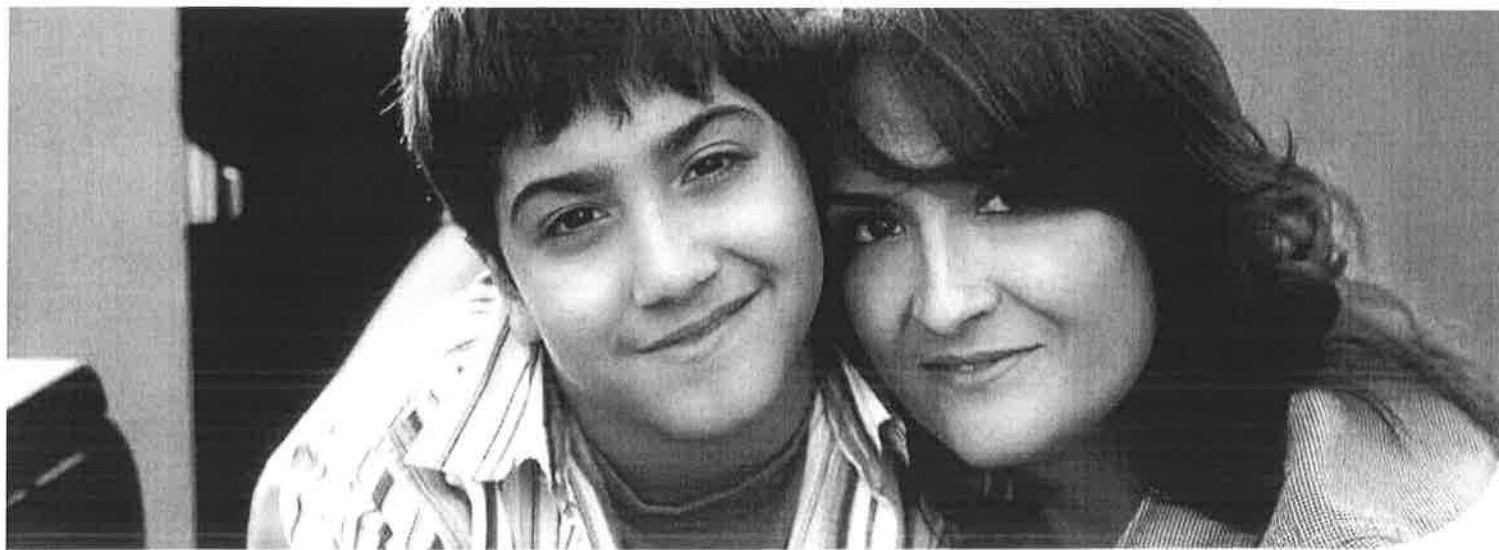
Advocate4Me to help out when STAR Kids families don't know where to turn

Through our Advocate4Me program, each STAR Kids member is assigned a dedicated health care advocate to help answer questions about accessing services, solve problems and navigate the health care system to help ensure they receive the services they need.



NurseLine to answer questions about personal health concerns

Our NurseLine nurses are available around the clock by phone to answer questions and provide guidance about specific health concerns, such as what side effects are to be expected from certain medications.



Get to know STAR Kids.

The first managed care program ever for Texans younger than 21 who receive disability-related Medicaid launches in Nov. 2016! Beginning Nov. 1, 2016, we will offer STAR Kids in the Harris, Hidalgo, Jefferson, Central Medicaid Rural Service Area (MRSA) and Northeast MRSA.

STAR Kids is for youth and children younger than 21 who receive a Supplemental Security Income (SSI) benefit or are enrolled in SSI-related Medicaid or the Medicaid Medically Dependent Children Program.

STAR Kids' covered benefits include:

- ✓ Prescription medications
- ✓ Primary preventive and specialty care
- ✓ Behavioral health assessment, treatment and support
- ✓ Private duty nursing
- ✓ Durable medical equipment
- ✓ Hospital-level care
- ✓ Long-term services and support

Apply to become a STAR Kids network care provider.



Call **877-842-3210** and select "join the network" to begin the credentialing process. If you are already a UnitedHealthcare Community Plan network care provider, call **866-574-6088** to be sure you have the STAR Kids Amendment to your current Participation Agreement with us.