As a Texas Managed Care Organization (MCO), Superior HealthPlan provides STAR Health, a Medicaid managed care program, which offers a full range of covered medical and behavioral health services for children and youth in Department of Family and Protective Services (DFPS) conservatorships and young adults who have aged out of foster care. STAR Health helps to quickly give children in state care the coordinated medical and behavioral health care services they need.



JUDICIAL PROGRAM PURPOSE



Judicial program will connect the court team.



Improve outcomes for members.



Establish ongoing medical services to avoid gaps in care.



Provide ongoing support for Medical Consenters.

JUDICIAL PROGRAM PROCESS

Judicial Mailbox

Judge sends General Inquiry to mailbox. SH_JudicialMailbox@SuperiorHealthPlan.com



Response sent to the Judge by the Regional Specialty Court Liaison (SCL) for that court.



Member material or links to the website will be included if appropriate.

Escalation by Court Team

Member of the court team (Judge, ADA, ad litem, CASA or DFPS Caseworker (CW)) sends inquiry to Regional SCL regarding a specific member.



Regional SCL will escalate the issue to assigned Superior Service Coordinator (SC) for assistance resolving the issue.



The assigned SC will conduct outreach to the Medical Consenter (MC) and CW to assist with coordinating services.



Regional SCL will monitor follow up and successful resolution.

Escalation by Court Hearing Observation

Regional SCL will attend a docket for a court in their region (Permanency Hearing After Final Order [PHAFO] or special setting for Child Watch).



Regional SCL will observe testimony by the CW, CASA and ad litem.



Regional SCL will identify any barriers or issues with physical health or behavior health services.



The Regional SCL will escalate issues to the assigned SC for assistance resolving the issue.



The assigned SC will conduct outreach to the MC and CW to assist with coordinating services.



Regional SCL will monitor follow up and successful resolution.

For more information on the judicial program process or STAR Health, please call Superior Member Services at 1-866-912-6283.

FosterCareTX.com