

# Superior HealthPlan Judicial Program Overview



Superior STAR Health Specialty Court Liaisons are available to help Court Teams navigate through the STAR Health program and set up ongoing medical services to avoid gaps in care and delay of services.

## What are the benefits of the having a direct point of contact at Superior?

Court Teams will:

- Have a better understanding of Superior STAR Health benefits
- Help foster parents connect to Superior STAR Health staff
- Remove access to care barriers for better health outcomes
- Increase compliance of the 3 in 30 requirements that include:
  - 3-Day Initial Medical Exam
  - Texas CANS 2.0 Assessment
  - Texas Health Steps Medical Check-Ups

## How can Superior STAR Health Specialty Court Liaisons help Court Teams?

- Facilitate interactions between Superior STAR Health, caseworkers and Child Placing Agencies to provide a single point of contact.
- Access to Superior STAR Health Court Liaisons who conduct education and provide Court Teams and caregivers with information and resources published on the [fostercaretx.com](http://fostercaretx.com) website.
- Enhance communication with Court Teams and Superior STAR Health pertaining to referrals and follow-up for improved accountability, collaborative efforts and streamlined resolutions.
- Collaborate with Court Teams to achieve better outcomes for members and foster parents.
- Connect the Court Team with the Superior STAR Health training team for benefit education to groups including but not limited to, the 24/7 Nurse Advice Line and transportation options through the Superior STAR Health training team.
- Assistance from Superior Member Advocates with Medicaid-related needs, barriers, and complaints unidentified by the Court Team. Member Advocates can also be reached by calling Member Services at 1-866-912-6283.
- Address pending needs and resources during court-ordered special staffing that occurs outside of court proceedings.
- Follow identified cases until referrals are completed and members are linked with appropriate services.
- Link Superior STAR Health members with their assigned Service Coordinator as needed, and a Transitioning Specialist for members over the age of 14.



To set up a court meeting and training, email Superior STAR Health at [SH\\_JudicialMailbox@superiorhealthplan.com](mailto:SH_JudicialMailbox@superiorhealthplan.com) with the following information:

- Your name
- Your contact number
- Your email address
- What we can assist you with