

## STAR Kids Impact on Case Management for Children and Pregnant Women Program

### FAQ's from Providers of Case Management for Children and Pregnant Women on Clients Enrolled In STAR Kids:

1. Once STAR Kids begins in November, if case management providers get referrals to help children who may need DME supplies, equipment, counseling and psychological services or any other type of services, are we going to be authorized services to assist with these types of needs?

*No, a prior authorization for these needs would not be approved. The client would be referred back to their STAR Kids health plan service coordinator. If the client needs school-related advocacy and assistance, the referral needs to come from the STAR Kids health plan.*

2. Will parents be given a choice regarding accessing services? Will they be able to choose to either access help through Case Management for Children and Pregnant Women or contact the health plan to assist with the needs?

*Parents will be given a choice of at least 2 health plans to choose in their area. However, since the state has contracted with the health plans to provide service coordination, it is the responsibility of the health plan to provide that assistance and therefore, the parent will not have a choice of using a Case Management for Children and Pregnant Women case manager vs. their health plan service coordinator.*

3. Do you know if the authorization requirements for CPW approval will change once STAR Kids is implemented?

*Yes, there will be changes. Clients who are enrolled in STAR Kids would not be approved for Case Management for Children and Pregnant Women services unless there is a need for school-related advocacy and assistance.*

4. For those enrolled in STAR Kids, will we be able to accept referrals the same way as now, which is from the client, THSteps or other?

*No. The client's health plan will have to make a referral to Case Management for Children and Pregnant Women. Others who make referrals will need to direct the client back to their health plan for assistance.*

5. Private providers have received letters from the STAR Kids health plans asking them to sign up with them. Do they need to do this?

*No. You may receive requests from the health plans to enroll as a provider with them, however, there is no need to sign up with health plans. The health plans send letters to all types of providers, such as physicians, specialists, home health agencies, etc. They cannot contract with you to provide case management so there is no need to enroll with them as a provider.*