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# **Service Coordination in Medicaid and CHIP Managed Care**

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- Overview
- Program Specific Requirements
- Resources
- Q & A



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# Overview

# What is Service Coordination

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- **Service Coordination** means the service performed or arranged by the MCO to:
  - Develop a service plan, or Individualized Service Plan (ISP), and
  - Coordinate services among a member's providers to ensure appropriate access to services.
- **Service Coordinator** means the person with primary responsibility for providing service coordination.



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# Who Receives Service Coordination

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- Members with Special Health Care Needs (MSHCN) include:
  - All members in STAR Health, STAR Kids, STAR+PLUS, and Medicare-Medicaid Plan (MMP)
  - A subset of STAR and CHIP members



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# Who Receives Service Coordination (cont.)

## STAR and CHIP Members with Special Health Care Needs (MSHCN)

HHSC considers the following groups as MSHCN:

1. ECI program participants.
2. Pregnant women identified as high risk
3. Members with high-cost catastrophic cases or high service utilization, such as a high volume of ER or hospital visits.
4. Members with mental illness and co-occurring Substance Use Disorder diagnoses.
5. Members with serious ongoing illness or a chronic complex condition that is anticipated to last for a significant period and requires ongoing therapeutic intervention and evaluation
6. Certain members identified by the MCO as having Behavioral Health issues



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# Service Coordination Visits

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- **Audio-visual telehealth is allowed for:**
  - Service coordination visits that do not include certain types of assessments
  - Change in condition assessments that do not require or potentially require a change in the Resource Utilization Group (RUG) level



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# Service Coordination Visits (cont.)

- **Certain assessments must be done in-person:**
  - Initial assessments and annual reassessments for waiver program eligibility
  - Initial and annual functional assessments for personal assistance services, personal care services, and Community First Choice
  - Change in condition assessments that could require a change in the RUG level
- An MCO must also honor a member's request to receive service coordination or assessments in-person for other visits.



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# Service Coordination Levels

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- STAR and CHIP:
  - No levels.
- STAR Health, STAR Kids, STAR+PLUS, & MMP:
  - Level 1
  - Level 2
  - Level 3



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# Service Coordination Levels (cont.)

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- **Level 1:** For members with more complex medical needs
- **Level 2:** For members with less complex medical needs
- **Level 3:** For all other members who do not qualify for Level 1 or Level 2



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# Service Plans

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- **Service Plan (SP)** means an individualized and person-centered plan in which an individual identifies and documents:
  - his or her preferences, strengths, and needs
  - short-term objectives and action steps to ensure personal outcomes are achieved



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## Service Plans (cont.)

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- The MCO must update at least annually.
- May also be updated upon identifying changes in the member's health condition or upon a member's request.
- As a part of service coordination, the MCO is responsible for working with members, their health care providers, their families and, if applicable, legal guardians to develop a seamless package of care.



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# Service Plan Components

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HHSC requires that the service plan must include:

1. the member's history;
2. the member's service preferences;
3. short and long-term needs, personal preferences, and outcomes for the Member, member's authorized representative, or member's LAR;
4. the member's natural strengths and supports, such as the member's abilities or family members;
5. a summary of the member's current medical and social needs and concerns needs;



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## Service Plan Components (cont.)

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HHSC requires that the service plan must include:

6. a list of covered services required for the member, their frequency;
7. a description of who will provide the member's services; and
8. a list of non-covered services, community supports, and other resources that the member already receives or that would be beneficial to the Member.



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# Program Specific Requirements



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# STAR/CHIP Service Coordination Structure

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- No levels
- Service coordination may be conducted telephonically, and no required in-person visits.
- Specific requirements for Adoption Assistance and Permanency Care Assistance members
  - Service plan must be developed within 30 business days of enrollment
  - Service plan updated bi-annually
- STAR & CHIP Procurement will require an updated service coordination structure.



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# STAR Health Service Coordination Structure

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- Level 1
  - Each year, four face-to-face visits and monthly telephonic contacts in months where there were no face-to-face visits
  - Named service coordinator
- Level 2
  - Each year, two face-to-face visits and six telephonic contacts
  - Named service coordinator
- Level 3
  - Each year, one face-to-face visit and three telephonic contacts



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# STAR Kids Service Coordination Structure

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- Level 1
  - Each year, four face-to-face visits, at least one in-person, and monthly telephonic visits.
  - Named service coordinator
- Level 2
  - Each year, two face-to-face visits, at least one in-person, and six telephonic contacts
  - Named service coordinator
- Level 3
  - Each year, one face-to-face visit, at least one in-person, and three telephonic contacts



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# STAR+PLUS Service Coordination Structure

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- Level 1
  - Each year, two face-to-face visits, at least one in-person.
  - Named service coordinator
- Level 2
  - Each year, one face-to-face visits, at least one in-person, and one telephonic contact
  - Named service coordinator
- Level 3
  - Each year, two telephonic contacts



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# Resources

- **UMCM 16.5** – Service Coordination and Assessment Requirements When Using Telecommunications (PDF)
- **UMCC:**
- **MSHCN**
  - 8.1.12 Services for Members with Special Health Care Needs
  - 8.1.12.3 Service Coordination for MSHCN
- **S+P HCBS:**
  - 8.3.2 Service Coordination



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## Resources (cont.)

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- **STAR Kids Contract:**
  - 8.1.38 Service Coordination
- **STAR Health Contract:**
  - 2.6.47 Service Coordination



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# Questions

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**Thank you**

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