

Helpful Information

STAR Health Service Coordination is a Medicaid benefit to help you identify and coordinate access to all available medical and behavioral health services for the child in your care.

During the STAR Health Welcome Call, a health screening will determine the child's service coordination level — 1, 2, or 3 — based on need. The child's service coordinator will contact the medical consentor to arrange a time to develop the child's Individual Service Plan **within the first 45 days** of enrollment to ensure the child's health care goals are met. The caregiver or caseworker must accept these benefits.

For **stable children needing minor assistance**, caregivers get help finding providers and scheduling appointments. Service coordinators will manage access to all available services including non-Medicaid services and community resources.



For **children with higher needs**, service coordinators recommend and manage services, remain in regular phone contact with the caregiver, and

participate in preadmission planning for non-emergency hospitalizations and discharge planning.

Prescriptions are a benefit of STAR Health. The child's Medicaid number is needed to obtain medications and refills. Be sure to drop off prescriptions with the drug store **four to five days before** a medicine runs out. This will help prevent delays in getting needed medications.

The Health Passport is a web-based health data system for children in the STAR Health program with information like doctor and dentist visits, hospital stays, prescriptions, and shot records.

Resources

- **CPS Medical Services Webpage:**
www.dfps.texas.gov/Child_Protection/Medical_Services
- **Medical Consent Training for Caregivers:**
www.dfps.texas.gov/training/medical_consent
- **Services for Youth and Young Adults:**
www.dfps.texas.gov/Child_Protection/Youth_and_Young_Adults



Nurse Wise Hotline

1-866-912-6283

Press #3 After Hours

Talk to a nurse about health questions. Available 24/7 in English and Spanish.

STAR Health

Member Services

1-866-912-6283

Available Mon-Fri 8 am to 9 pm

- Appointments
- Finding/Changing Providers
- Rx Refill Issues
- Service Coordination
- Texas Health Steps
- CANS

Issue Filling Prescriptions?

- **At the Pharmacy:** Call STAR Health Member Services from the pharmacy.
- **Denied Due to Medicaid Eligibility:** Contact your caseworker.

Health Passport Help Desk

1-866-714-7996

Medical consentors register at www.fostercaretx.com.

Use the third registration type beginning with **Foster Care Member**, and enter your DFPS IMPACT PID in the **State ID** field.

2-1-1 Texas

Need help and don't know where to go? Call for free information about Medicaid and many other local resources and services.

Medical Safe Ride Program

1-855-932-2318

Looking for a ride to the doctor, dentist, hospital, or drug store? Medicaid may be able to help. Call for more information.

Still Need Help?

Contact your caseworker.

May 2025

STAR Health

Quick Guide

for Caregivers



TEXAS
Department of Family
and Protective Services

First 30 Days in DFPS Care

All children entering DFPS legal custody need a good assessment of both physical and behavioral health needs right away. To ensure they get the best care, children and youth who come to live with you must have these exams **within 30 days** of entering DFPS legal custody:

- **Texas Health Steps Medical Checkup** is a free medical checkup for children from birth through age 20 who have Medicaid. During the checkup, the medical provider will examine the child from head to toe to check for health issues and ensure the child is growing and developing like other children their age. The Texas Health Steps Medical Checkup must be performed by a Medicaid provider enrolled as a Texas Health Steps provider and is a STAR Health contractor.
- **CANS Assessment** is a comprehensive behavioral health assessment and trauma screening performed by a CANS-certified clinician for children and youth ages 3 to 17. The CANS informs service recommendations and case planning. After the initial CANS, it is then given annually while the child remains in care.

3-Day Medical Exam

3-Day Medical Exam Criteria



Some children must see a medical provider to check for injuries or illnesses and get any needed treatment. Intended to provide a baseline of a child's physical health when they are first removed, the 3-Day Medical Exam is a medical screening given to some children in the **first three business days** of entering care.

Caseworkers will determine if children meet one of six criteria to receive a 3-Day Medical Exam at the time of removal.

Need a STAR Health ID?

1-866-912-6283

Call for a free new card.
Also find a digital version
in the Health Passport.

Didn't get a STAR Health Welcome Call?

Contact STAR Health
Member Services

1-866-912-6283

Lost Medicaid Card?

1-855-827-3748

Call for a new Medicaid card.
Contact your caseworker if you
still don't receive one after the
request.

No STAR Health ID or Medicaid Card?

For a child new to your home,
Form 2085-B may be used to
obtain healthcare services.
Bring the form to the child's
appointment. You can also
access a digital version in the
Health Passport.

Services Denied for a Child in Your Care?

Contact your caseworker or
their supervisor and give them
a copy of the denial letter.



Welcome to STAR Health

The STAR Health Medicaid program is specifically for children, youth, and young adults in the care of the Department of Family Protective Services (DFPS), providing comprehensive medical (physical, dental, and eye care) and behavioral health (psychological and therapy) services. STAR Health covers:

- Children and youth who are in Child Protective Services (CPS) foster care and kinship placements;
- 18- to 21-year-olds who are in a DFPS placement; and
- Young adults who receive Medicaid through the Former Foster Care program.



Once the child is enrolled in STAR Health, you will receive a welcome call from a STAR Health member connection representative to offer assistance, including scheduling the Texas Health Steps Medical Checkup and Child and Adolescent Needs and Strengths (CANS) Assessment **within 30 days**.

Important Documents You Need

- **Your Texas Benefits Medicaid Card** is issued by the Health and Human Services Commission when a child's Medicaid becomes active. It may take about a month for the first card to arrive at the child's placement address. Remember: The child's Medicaid card stays with the child if he or she moves.
- **STAR Health ID Cards** are mailed by the Superior Health Plan Network after a child's Medicaid becomes active, when a new primary care provider is selected, or if a child moves. Features of the STAR Health ID include no end date, as well as child's Medicaid number and primary care provider information.
- **DFPS Medical Consent Form 2085-B** documents a child's medical consent (with court approval). In most cases, you will receive the Form 2085-B when a child is placed in your home. A new form is given any time DFPS changes a child's medical consent. Court-designated medical consenters are named in the court order, so no Form 2085-B is necessary. Important information about medical consent and the STAR Health program is in Form 2085-B, as well as the child's name and Person Identification (PID) and Medicaid numbers, and the medical consenters' PID.

If a medical or behavioral health provider won't accept Form 2085-B or asks you to sign a form to assume financial responsibility, call STAR Health Member Services at 1-866-912-6283.

