



RightCare from Scott & White Health Plan



RightCare



SCOTT & WHITE HEALTH PLAN

Now part of Baylor Scott & White Health



Provider Manual September 1, 2015

Central Texas MRSA

1-855-TX-RIGHT (1-855-897-4448)



www.RightCare.SWHP.org



TABLE OF CONTENTS

1. INTRODUCTION.....	1
1.1 Welcome to RightCare from Scott and White Health Plan	1
1.2 Who is RightCare?.....	2
1.3 Program Objectives	2
1.4 Our Mission, Vision, and Values	3
1.5. Phone List	4
1.6 Role of Primary Care Providers (Medical Home)	6
1.7 Role of Specialty Care Providers.....	6
1.8 Role of Pharmacy	6
1.9 Role of Main Dental Home.....	6
1.10 Network Limitations.....	7
2.1 TEXAS HEALTH STEPS SERVICES	8
2.1.1 Texas Health Steps.....	8
2.1.2 Becoming a Texas Health Steps Provider	8
2.1.3 More about Texas Health Steps.....	9
2.1.4 Texas Health Steps Medical Checkups and Screenings	10
2.1.5 Texas Health Steps Medical Checkup.....	11
2.1.6 Texas Health Steps Billing Information.....	12
2.1.7 Timing of Texas Health Steps Checkups	13
2.1.8 Performing Newborn Screenings.....	13
2.1.8.1 Newborn Testing	14
2.1.9 Performing Adolescent Screenings.....	14
2.1.10 Performing Pregnant Adolescent Screenings.....	15
2.1.11 Exceptions to Periodicity Allowed.....	15

2.1.12 Texas Health Steps Environmental Lead Investigation (ELI).....	16
2.1.13 Texas Health Steps Laboratory Testing	17
2.1.14 Immunizations.....	17
2.1.15 Vaccines for Children.....	18
2.1.16 Vaccine Administration and Preventive E/M Visits.....	18
2.1.17 Texas Health Steps Dental Checkups.....	19
2.1.18 First Dental Home (FDH).....	19
2.1.19 Oral Evaluation and Fluoride Varnish (OEFV)	20
2.1.20 Vision Exams and Services.....	21
2.1.21 Hearing Exams and Services.....	21
2.1.22 Comprehensive Care Program	22
2.1.23 Children of Migrant Farmworkers	23
2.1.24 Refusal of Services	23
2.1.25 Referrals for Conditions Identified During a Texas Health Steps Medical Checkup	23
2.1.26 Medical Record	24
2.2 COVERED SERVICES AND EXTRA BENEFITS.....	25
2.2.1 Medicaid Covered Services for STAR	25
2.2.2 Covered Services (Core Medicaid services covered by RightCare)	25
2.2.3 Medicaid Program Exclusions	27
2.3 COORDINATION WITH NON-MEDICAID MANAGED CARE COVERED SERVICES	28
2.3.1 Texas School Health and Related Services (SHARS)	29
2.3.2 DSHS Case Management for Children and Pregnant Women	29
2.3.3 Women, Infants and Children (WIC)	30
2.3.4 DARS Case Management for the Visually Impaired.....	31
2.3.5 Tuberculosis (TB) Services Provided by DSHS-Approved Providers	31
2.3.6 DADS Hospice Services	31

2.4 BEHAVIORAL HEALTH 32

2.4.1 Behavioral Health Services Explained 32

2.4.2 Behavioral Health Covered Services 32

2.4.3 Behavioral Health Authorizations..... 33

2.4.4 Primary Care Provider Requirements..... 33

2.4.5 Member Access to Behavioral Health Services 34

2.4.5.1 Routine Access..... 34

2.4.5.2 Urgent Access 34

2.4.5.3 Emergent Access 35

2.4.6 Attention Deficit Hyperactivity Disorder (ADHD) 35

2.4.6.1 Follow-up Care for Children Prescribed ADHD Medication..... 36

2.4.6.2 Reimbursement for ADHD 36

2.4.7 Referrals..... 36

2.4.8 Coordination of Care 36

2.4.9 Medical Records Documentation..... 37

2.4.10 Consent for Disclosure..... 37

2.4.11 Court Ordered Commitments 37

**2.4.12 Coordination with the Local Mental Health Authority (LMHA) & State Psychiatric
Facilities 38**

2.4.13 Assessment Instruments for Behavioral Health..... 39

2.4.14 Focus Studies and Utilization Reporting Requirements 39

2.4.15 Missed Appointments 39

2.4.16 Member Discharged from Inpatient Psychiatric Facilities..... 39

2.4.17 Behavioral Health Value-Added Services..... 40

2.4.18 Behavioral Health Case Management..... 40

2.4.18.1 Mental Health Rehabilitation (MHR) Services and Targeted Case Management 40

2.4.18.2 Severe and Persistent Mental Illness (SPMI)	41
2.4.18.3 Severe Emotional Disturbance (SED)	41
2.4.18.4 Member Access & Benefits of MHR Services and TCM.....	42
2.4.18.5 Provider Requirements	42
2.4.19 Psychosocial Rehabilitative Services	42
2.4.20 Initial Encounters	43
2.4.21 Laboratory Services.....	43
2.5 ADDITIONAL COVERED BENEFITS	44
2.5.1 Family Planning	44
2.5.2 Breast Pumps.....	45
What is needed?	46
3.1 QUALITY IMPROVEMENT	47
3.1.2 Goals and Objectives	47
3.1.3 Quality Assessment and Performance Improvement	49
3.1.4 Clinical Practice Guidelines	49
3.1.5 Monitoring Guideline Compliance.....	50
3.1.6 RightCare Staff	50
3.1.7 Medical Record Standards.....	51
3.1.8 Patient Visit Data	53
3.1.9 Medical Record Confidentiality.....	54
3.2 PROVIDER ADVISORY GROUPS	55
3.3 UTILIZATION MANAGEMENT REPORTING REQUIREMENTS	55
4.1 PROVIDER ROLES AND RESPONSIBILITIES	56
4.1.1 The Primary Care Provider.....	56
4.1.2 Who Can Serve as a Primary Care Provider?	56

4.1.3 Availability and Accessibility.....	57
4.1.4 Primary Care Provider Responsibilities.....	58
4.1.5 Notification of Changes in Medical Office Staffing, Addresses, and Provider Status.....	59
4.1.6 Provider Termination from Health Plan	60
4.1.7 OB/GYN as a Primary Care Provider	60
4.1.8 Specialist as a Primary Care Provider.....	61
4.1.9 Direct Access Services.....	61
4.1.10 Medications from any Network pharmacy.....	61
4.1.11 Advance Directives.....	62
4.1.12 Referrals to Specialist.....	62
4.1.13 How to Help a Member Find Dental Care.....	62
4.1.14 Primary Care Provider & Behavioral Health.....	62
4.1.15 Referral to Network Facilities & Contractors.....	63
4.1.16 Second Opinion	63
4.1.17 Eligibility Report.....	63
4.1.18.1 Specialty Care Provider Responsibilities.....	64
4.1.18.2 Availability and Accessibility.....	64
4.1.19 Verify Member Eligibility or Authorizations.....	64
4.1.20.1 Continuity of Care	65
4.1.20.2 Pregnant Women	65
4.1.20.3 Member Moves Out of Service Area.....	66
4.1.20.4 Pre-existing Conditions	66
4.1.21 Network Limitations.....	67
4.1.22 Medical Records.....	68
4.1.23 Out of Network Referrals.....	68
4.1.24 Physician Selection/Primary Care Provider Changes.....	68

4.1.25 Marketing	69
4.2 PHARMACY PROVIDER RESPONSIBILITIES.....	70
4.2.1 The Role of Pharmacy	70
4.2.2 General Information.....	70
4.2.3 Prior Authorizations.....	71
4.2.4 Billing Guidelines for Compounded Prescription Drugs	71
4.3 COORDINATION WITH TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES (DFPS)	72
4.4 ROUTINE, URGENT, AND EMERGENCY SERVICES	73
4.4.1 Routine, Urgent and Emergency Services Defined.....	73
4.4.1.1 Routine Services.....	73
4.4.1.2 Urgent Care	73
4.4.1.3 Emergency Care.....	74
4.4.2 Access to Routine, Urgent and Emergent Care.....	74
4.4.3 Non-Emergency Services.....	76
4.4.4 Hospital Emergency Department Claims	76
4.4.5 Emergency Room Visit after Hours	76
4.4.6 Emergency Room Reimbursement Reduction for Non-Emergency Visits.....	77
4.4.7 Emergency Admission	77
4.4.8 Emergency Prescription Supply	78
4.4.9 Urgent/Emergent Hospital to Hospital Transportation	78
4.4.10 Emergency Ambulance Services.....	78
4.4.11 Emergency Air Services	79
4.4.12 Non-Emergency Transportation.....	79
4.4.13 Medical Transportation.....	80
4.4.13.1 Transportation Value Added Services	81

4.4.14 Emergency Dental Services	81
4.4.15 Non-Emergency Dental Services	82
4.4.16 Durable Medical Equipment & Other Products Normally Found in a Pharmacy.....	83
4.5 PROVIDER PARTICIPATION REQUIREMENTS.....	85
4.5.1 Criteria.....	85
4.5.2 Credentialing of Physicians and Licensed Independent Practitioners	87
4.5.3 Re-Credentialing.....	89
5. PROVIDER COMPLAINT AND APPEAL PROCESS	90
5.1 Definitions.....	90
5.1 Provider Complaints to RightCare	92
5.2 Provider Appeals to RightCare	93
5.3 Claim Reconsideration	94
5.4 Provider Complaint Process to HHSC.....	94
6.1 MEMBER COMPLAINT TO RIGHTCARE	95
6.2 MEMBER APPEALS TO RIGHTCARE	96
6.3 MEMBER EXPEDITED APPEAL PROCESS TO RIGHTCARE	98
6.4 STATE FAIR HEARING INFORMATION.....	99
7.1 ENROLLMENT AND ELIGIBILITY.....	100
7.1.2 Enrollment and Eligibility Determination.....	100
7.1.3 Enrollment Process	101
7.2.1 Verifying Member Medicaid Eligibility.....	101
7.2.2 Identification Cards	102
7.2.3 Coordination of Benefits (Dual Coverage)	103
7.3 ADDED BENEFITS	104
7.3.1 Value Added Services	105

8.1 MEMBER RIGHTS AND RESPONSIBILITIES 106

8.1.1 MEMBER RIGHTS: 106

8.1.2 MEMBER RESPONSIBILITIES: 108

8.2 MEMBER’S RIGHT TO DESIGNATE AN OB/GYN: 109

8.3 FRAUD INFORMATION 110

8.3.1 REPORTING WASTE, ABUSE, OR FRAUD BY A PROVIDER OR CLIENT 110

9.1 CLAIMS 112

9.1 Claim Requirements 112

9.2 Electronic Claim Filing..... 112

9.3 Paper Claims 112

9.4 Filing Limits 113

9.5 Inpatient Admission Prior To Enrollment 114

9.6 Inpatient Admissions after Enrollment 114

9.7 Discharge After Voluntary Disenrollment from RightCare and Re-Enrollment into a New MCO..... 114

9.8 Member Acknowledgement Statement/Private Pay Form 114

9.9 Claims Forms 115

9.10 Claims Appeals..... 117

9.11 Corrected Claims 117

9.12 Capitated Services..... 118

9.13 Emergency Services 118

9.14 National Drug Code (NDC) Requirements..... 118

9.15 Hospital Transfers 118

9.2 REFERRALS..... 119

9.2.1 In-Network Referrals..... 119

9.2.2 Out-of-Network Referrals	120
9.2.3 Referrals to Ancillary Services	121
9.3 PRIOR AUTHORIZATION.....	122
9.3.1 Submission Process	123
9.3.2 Authorization for Newborn Deliveries.....	123
9.3.3 Requests for Therapy	123
9.3.4 Requests for Durable Medical Equipment	124
9.3.5 Request for Behavior Health.....	124
9.2.6 Medical Services Prior Authorization List.....	125
9.2.7 Behavioral Health Prior Authorization List.....	126
9.3.8 Review Process	127
9.3.9 Transplants.....	128
9.4 HOSPITAL ADMISSIONS.....	129
9.4.1 Physician Obligations for Hospital Admissions	129
9.4.2 Facility Obligations for Admission.....	131
9.4.3 Admission to Out-Of-Network Facilities	132
9.4.4 Concurrent Review	132
10.1 MEMBER ENROLLMENT AND DISENROLLMENT FROM MCO	133
10.1 Newborn Enrollment	133
10.2 Automatic Re-Enrollment.....	133
10.3 Member Disenrollment.....	134
11. SPECIAL ACCESS REQUIREMENTS.....	135
11.1 General Transportation.....	135
11.2 Ambulance Transportation.....	135
11.3 Interpreter/Translation Services	136

11.4 MCO/Provider Coordination.....	137
11.5 Reading/Grade Level Consideration.....	138
11.6 Cultural Sensitivity	138

1. INTRODUCTION

1.1 Welcome to RightCare from Scott and White Health Plan

HHSC contracts with Managed Care Organizations (MCOs) to provide STAR services to Medicaid recipients throughout the state of Texas. HHSC's goal is to achieve five main objectives: improved access to care, improved quality of care, improved client and provider satisfaction, improved cost effectiveness and improved health status. Since March 1, 2012, RightCare from Scott & White Health Plan has provided STAR medical services in the Central Texas Medicaid Rural Service Area (MRSA).

The Central Texas MRSA is made up of the following counties:

Bell	DeWitt	Hill	McLennan
Blanco	Erath	Jackson	Milam
Brazos	Falls	Lampasas	Mills
Bosque	Freestone	Lavaca	Robertson
Burleson	Gillespie	Leon	San Saba
Colorado	Gonzales	Limestone	Somervell
Comanche	Grimes	Llano	Washington
Coryell	Hamilton	Madison	

STAR in the MRSA covers all Medicaid covered benefits, as well as some additional services. We are pleased you decided to participate in a partnership that provides the highest quality health care services to our managed Medicaid enrollees.

1.2 Who is RightCare?

RightCare from Scott & White Health Plan is a Managed Care Organization (MCO) committed to providing the highest access to health care. Backed by the Scott & White Health Plan (SWHP) and its parent organization, Baylor Scott & White Healthcare, RightCare is distinct among health care plans in central Texas. Drawing upon the rich history of service and highest quality care provided throughout the Baylor Scott & White Healthcare network, RightCare offers a full continuum of health care -- tailored to the needs of the Medicaid population.

RightCare believes that commitment to relationships is critical to providing successful care under a managed care plan. RightCare is building on Scott & White's reputation of making quality health care a top priority. Our goal is to always be reliable, responsive and relevant – achieving the goal of improving members' lives.

1.3 Program Objectives

The STAR program is a Medicaid managed care program providing clients with acute care medical assistance in specific geographical areas designated by the state.

The objectives of the program are to:

- Increase quality and continuity of care for clients
- Decrease inappropriate use of the health care delivery system, such as Emergency Rooms for non-emergencies
- Improve access to care for clients enrolled in the program
- Promote provider and client satisfaction
- Achieve cost effectiveness and efficiency for the State

1.4 Our Mission, Vision, and Values

Baylor Scott & White Health was born from the 2013 merger of two exemplary systems. Scott & White Healthcare was established in Temple in 1897. Baylor Health Care System was founded in Dallas in 1903. Both grew into systems respected nationally for patient care, medical research and education. We see great opportunity in the changes that have come, and will yet come, to our industry. With a commitment to and a track record of innovation, collaboration, and integrity in our methods and measures, and compassion for the patient – who is the central focus of all we do – Baylor Scott & White Health stands to be one of the nation’s exemplary health care organizations

Baylor Scott & White’s Mission

Baylor Scott & White Health exists to serve all people by providing personalized health and wellness through exemplary care, education and research as a Christian ministry of healing.

Baylor Scott & White’s Vision

To be the most trusted name in giving and receiving safe, quality, compassionate health care.

Baylor Scott & White’s Values

Integrity: Living up to high ethical standards and showing respect for others

Servanthood: Serving with an attitude of unselfish concern

Teamwork: Valuing each other while encouraging individual contribution and accountability

Excellence: Delivering high quality while striving for continuous improvement

Innovation: Discovering new concepts and opportunities to advance our mission

Stewardship: Managing resources entrusted to us in a responsible manner

1.5. Phone List

RightCare from Scott & White Health Plan Resources

RightCare Provider Relations (including claims questions)	1-855-TX-RIGHT (1-855-897-4448) option 1
RightCare Member Services	1-855-TX-RIGHT (1-855-897-4448) option 2 for English / option 3 for Spanish
RightCare Medical Management Option 1 – Prior Authorizations and Notifications	1-855-691-SWHP (1-855-691-7947) option 1 FAX 1-512-383-8703
RightCare Medical Disease and Case Management	1-855-691-SWHP (1-855-691-7947) option 2 FAX 1-512-383-8703
RightCare Behavioral Health Disease and Case Management	1-855-395-9652 FAX 1-844-436-8779
RightCare Behavioral Health Management -Prior Authorizations and Notifications	1-855-395-9652 FAX 1-844-436-8779
RightCare Crisis Hotline	1-844-436-8781
RightCare Health Plan TTY #	1-866-220-2880
Pharmacy Prior Authorizations	1-877-908-6023 (preferred) FAX 1-920-735-5312
Pharmacy Claims Questions	1-877-908-6023
Eligibility Verification (IVR Line)	1-800-925-9126 -- or -- 1-855-TX-RIGHT (1-855-897-4448)
Superior Vision (for all vision-related services, including prior authorizations)	1-866-819-4298
Liberty Dental (dental for pregnant women 21 and older)	1-877-550-4374
RightCare Compliance Hotline	1-888-484-6977

Other Texas Medicaid Resources

Texas Medicaid Managed Care Helpline (MMCH)	1-866-566-8989
STAR Program Helpline	1-800-335-8957
The Enrollment Broker	1-800-964-2777
TDD# (for hearing impaired)	1-866-222-4306
THSteps Medical Case Management Line	1-877-THSteps (1-877-847-8377)
Medical Transportation Program (MTP) LeFleur (Erath and Somerville) AMR/American Medical Response (Comanche) MTM/Medical Transportation Management (Colorado DeWitt Gonzales, Jackson, and Lavaca) LogistiCare (Bell, Blanco, Bosque, Brazos, Burleson, Coryell, Falls, Freestone, Gillespie, Grimes, Hamilton, Hill, Lampasas, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, and Washington)	1-877-633-8747
Early Childhood Interventions (ECI) Care Line	1-800-628-5115
DentaQuest (dental benefit information)	1-800-516-0165
MCNA Dental (dental benefit information)	1-800-494-6262
Women Infant and Children (WIC)	1-800-942-3678
Office of the Inspector General (OIG) Hotline	1-800-436-6184
Department of Family and Protective Services	1-800-252-5400

1.6 Role of Primary Care Providers (Medical Home)

The role of the Primary Care Physician or Primary Care Provider (PCP) is to provide a medical home for STAR members. The PCP is also responsible for providing initial and primary care to patients, maintaining the continuity of patient care, and initiating referral for care.

Additional information is available in the *Provider Rights and Responsibilities* section of this manual.

1.7 Role of Specialty Care Providers

The role of the specialty care provider is to meet the medical specialty needs of STAR members and provide all medically necessary covered services. Specialty care providers coordinate care with the member's medical home provider. Specialty care providers include behavioral health providers.

Additional information is available in the *Provider Rights and Responsibilities* section of this manual under *Specialty Care Providers' Roles and Responsibilities*. Additional information for behavioral health providers is available in the *Behavioral Health Program* section of this manual.

1.8 Role of Pharmacy

Pharmacy is a benefit of the Texas Medicaid Program. RightCare's pharmacy benefits will be administered by Scott & White Pharmacy Services, in conjunction with Navitus Health Solutions.

Additional information for pharmacy providers is available in the pharmacy section of this manual.

1.9 Role of Main Dental Home

Dental plan Members may choose their Main Dental Homes. Dental plans will assign each Member to a Main Dental Home if he/she does not timely choose one. Whether chosen or assigned, each Member who is 6 months or older must have a designated Main Dental Home.

A Main Dental Home serves as the Member's main dentist for all aspects of oral health care. The Main Dental Home has an ongoing relationship with that Member, to provide comprehensive, continuously accessible, coordinated, and family-centered care. The Main Dental Home provider also makes referrals to dental specialists when appropriate. Federally Qualified Health Centers and individuals who are general dentists and pediatric dentists can serve as Main Dental Homes.

1.10 Network Limitations

Providers with the following specialties can apply for enrollment with us as PCPs:

- General Practitioner
- Family Practitioner
- Internal Practitioner
- Nurse Practitioner
- Pediatrician
- FQHCs
- Rural Health Clinics (RHCs) and similar community clinics
- Obstetrics/Gynecology (OB/GYN)
- Certified Nurse Midwife
- Physicians serving members residing in nursing facilities
- Specialist (when appropriate, see *Provider Responsibilities* section for more information)
- Advanced Practice Registered Nurses (APRNs) and Physician Assistants (PAs) when APRNs and PAs are practicing under the supervision of a physician specializing in Family Practice, Internal Medicine, Pediatrics or Obstetrics/Gynecology who also qualifies as a PCP

STAR providers must maintain active Texas Provider Identifiers with the Texas Medicaid and Healthcare Partnership in one of the specialties listed above to serve as a PCP.

Specialist physicians may be willing to provide a medical home to selected members with special needs and conditions. Information regarding the circumstances in which specialist can be designated as PCPs is available under the *Specialist as a PCP* section of this manual.

2.1 TEXAS HEALTH STEPS SERVICES

2.1.1 Texas Health Steps

Texas Health Steps is a comprehensive preventive care program that combines diagnostic screenings, communication and outreach, and medically necessary follow up care including dental, vision and hearing examinations for Medicaid-eligible children, adolescents and young adults under the age of twenty one (21). RightCare is committed to the wellness of each Member and encourages Providers to follow the steps outlined in this section when providing preventive health services to RightCare Members.

Additionally, RightCare will educate members about the importance of regularly scheduled Texas Health Steps medical checkups and developing a relationship with their Primary Care Provider within the first 90 days of enrollment. A RightCare member may self-refer to any Texas Health Steps provider to receive all checkups.

2.1.2 Becoming a Texas Health Steps Provider

Providers performing medical, dental and case management services can become Texas Health Steps Providers. You must be an enrolled Texas Health Steps Provider in order to be reimbursed for Texas Health Steps services. Enrollment must be completed through Texas Medicaid and Healthcare Partnership (TMHP) at www.tmhp.com. Providers who are not already certified to perform Texas Health Steps medical checkups and who are acting as Primary Care Provider for members under the age of 21 are encouraged to become Texas Health Steps providers.

2.1.3 More about Texas Health Steps

For information regarding Texas Health Steps requirements, providers can refer to the resources listed below:

Resource	Link
Texas Medicaid Provider Procedures Manual	http://www.tnhp.com/Pages/Medicaid/Medicaid_Publications_Provider_manual.aspx
Texas Health Steps Website	http://www.txhealthsteps.com/cms/
THSteps Medical Checkup Periodicity Schedule	http://www.dshs.state.tx.us/thsteps/providers.shtm

Information includes:

- Periodicity schedule
- State and federally mandated elements of the Texas Health Steps exam
- State provider enrollment requirements and TPI requirements
- Referrals
- Vaccines for Children Program description
- Dental varnish provider participation requirements
- Advisory Committee in Immunization Practice (ACIP) immunization schedule
- Immtrac (immunization registry)
- Submission of all laboratory specimens (collected as a required component of a Texas Health Steps checkup to the DSHS Laboratory Services Section or to a laboratory approved by the department under Section 33.016 of the Health and Safety Code for analysis)

2.1.4 Texas Health Steps Medical Checkups and Screenings

The Texas Health Steps medical checkups are a requirement for children under the age of 21. The recommended services at each checkup are based on the optimal time for assessing growth and development at different stages of the member's life. RightCare encourages Primary Care Providers (PCP) to perform the Texas Health Steps checkups. However, RightCare will allow any network Provider to perform the Texas Health Steps medical checkup and screening, as long as the individual is also recognized as a Texas Health Steps Provider by HHSC. It is the responsibility of the PCP to ensure that these checkups are provided in their entirety and at the required intervals. Immunizations must be provided as part of the examination. Members may not be referred to local health departments to obtain immunizations.

If the PCP is not the Provider performing the Texas Health Steps checkup, the performing Provider must provide the PCP with a report regarding the screening. In addition, if the performing Provider diagnoses a medical condition that requires additional treatment, the patient must be referred back to their PCP or a referral for further treatment must be obtained from the PCP. RightCare will not issue retroactive prior authorizations for follow up treatment.

2.1.5 Texas Health Steps Medical Checkup

All initial screenings are to be performed by the Member's PCP or other network Texas Health Steps Provider and include, at a minimum:

- Comprehensive health and developmental history that includes:
 - Nutritional assessment
 - Developmental assessment, including use of standardized screening tools
- Comprehensive unclothed physical examination that includes:
 - Oral assessment
 - Measurements (height/length, weight, BMI, and infant head circumference)
 - Sensory screening (vision and hearing)
 - Examinations should include the assessment of the child's skin, head, eyes, ears, nose, mouth, throat, teeth, neck, chest, breasts, heart/pulses, lungs, abdomen, genitalia, extremities, spine, and neurological system.
- Immunizations as indicated in the recommended Childhood and Adolescent Immunization Schedule – United States
- Laboratory tests as indicated on the periodicity schedule (including lead blood level assessment appropriate for age and risk factors, anemia, and newborn screening)
- Health education (including anticipatory guidance)
- Autism screening
- Mental health assessment
- Tuberculosis screening with skin test based on risk
- Referral services, i.e., CCP services, WIC, family planning, and dental services

2.1.6 Texas Health Steps Billing Information

The following table lists the number of visits allowed at each age range and must be submitted with diagnosis code V202.

Age Range	Number of Visits
Birth through 11 months does not include 12 month checkup)	6
1 through 4 years	7
5 through 11 years	7
12 through 17 years	6
18 through 20 years	3

- New client codes: 99381, 99382, 99384, 99385
- Established client codes: 99391, 99392, 99393, 99394, 99395
- Follow Up visit: 99211
- Must include 2-digit modifier to indicate practitioner (AM, SA, TD, or U7)
- RHC provider must use national place of service code, 72
- FQHC provider must use additional 2-digit modifier, EP
- Providers must bill for Texas Health Steps services using their state issued Texas Health Steps ID number (TPI/NPI) and include the Texas Health Steps indicator.

Sports physical examinations are not a benefit of Texas Medicaid. If the client is due for a THSteps medical checkup and a comprehensive medical checkup is completed, a THSteps medical checkup may be reimbursed and the provider may complete the documentation for the sports physical.

2.1.7 Timing of Texas Health Steps Checkups

Texas Health Steps checkups for Medicaid members are considered timely based on whether member is New or Existing. Medicaid members that are new to RightCare must receive Texas Health Steps checkups at enrollment unless documentation of previous Texas Health Steps check is provided:

- New member must receive within first 90 days of enrollment
- Existing member based on most recent periodicity schedule

It is recommended that for checkups that are due based on the child's birthday, the checkup should be performed within the month following that birthday or within 364 days after the member's birthday (for children/members aged 36 months-20 years). Performing a make-up exam for a late Texas Health Steps medical checkup, previously missed under the periodicity schedule, is not considered an exception to periodicity or an accelerated service. It is considered a late checkup.

2.1.8 Performing Newborn Screenings

Inpatient newborn examinations that are billed with procedure code 99460, 99461, or 99463 may qualify and are counted as a THSteps medical checkup when all required components are completed according to the THSteps Periodicity Schedule and documented in the medical record.

Requirements at a minimum:

- Family and neonatal history
- Physical exam (including length, weight and head circumference)
- Vision and hearing screening
- Health education/anticipatory guidance
- State-required newborn hereditary/metabolic test
- Hepatitis B immunizations

RightCare will ensure that all newborn children of RightCare members have an initial newborn checkup before discharge from the hospital and again within two weeks from the time of birth.

2.1.8.1 Newborn Testing

Any Provider attending the birth of a baby must require testing for PKU, galactosemia, hypothyroidism, sickle hemoglobin and congenital adrenal hyperplasia on all newborns as required by Texas law. All infants must be tested a second time at one to two weeks of age. These tests must be submitted to the DSHS Laboratory Services Section. For complete information, instructions and newborn screening forms contact:

DSHS – Laboratory Services Section

1100 West 49th Street

Austin, Texas 78756-3199

888-963-7111, ext. 7318

www.dshs.state.tx.us/lab/default.shtm

2.1.9 Performing Adolescent Screenings

Adolescent preventive screenings are covered under the Texas Health Steps medical program. An “adolescent preventive visit” is not considered an exception to periodicity. The adolescent screening visits are performed in addition to regular Texas Health Steps periodic checkups.

The protocol for performing these screens includes:

- Screening for specific conditions common to adolescents
- Comprehensive/anticipatory health guidance for adolescents and their parents
- Immunizations to prevent selected infectious diseases

2.1.10 Performing Pregnant Adolescent Screenings

Pregnant members under age 21 should continue to receive their required Texas Health Steps checkup in addition to their necessary OB care. If the member's OB is a primary care provider and a Texas Health Steps provider, the OB can complete the Texas Health Steps medical checkup.

2.1.11 Exceptions to Periodicity Allowed

On occasion, a child may require a Texas Health Steps checkup/Dental checkup that is outside of the recommended schedule.

Such reasons for an exception to periodicity include:

- Required for dental services provided under general anesthesia
- Environmental high risk (for example, sibling of child with elevated lead blood level)
- Required to meet state or federal exam requirements for Head Start, day care, foster care or pre-adoption or to provide a checkup prior to the next periodically-due checkup if the client will not be available. This includes clients whose parents are migrant or seasonal workers.
- Medically necessary service, based on risk factors and health needs (includes clients who are birth through 6 months of age).
- Clients' choice to request a second opinion or change service providers (not applicable to referrals).
- Subsequent therapeutic services necessary to complete a case for clients who are 5 months of age and younger when initiated as emergency services, for trauma, or early childhood caries.

Exceptions to periodicity must be billed on the CMS 1500 and should comply with the standard billing requirements as discussed in the Section 9, Claims and Encounters Administration. For claims filed electronically, check "yes" when prompted. For claims filed on paper, place comments in Block 35. If a Provider other than the PCP performs the exception to periodicity exam, the PCP must be provided with medical record information. In addition, all necessary follow up care and treatment must be referred to the PCP.

For ICF/ID clients who are 21 years of age and older, the periodicity schedule for preventive dental procedures (exams, prophylaxis, fluoride, and radiographs) does not apply.

2.1.12 Texas Health Steps Environmental Lead Investigation (ELI)

Lead Screening and Testing

In accordance with current federal regulations, Texas Health Steps requires blood lead screening at ages notated on the Texas Health Steps Periodicity Schedule and must be performed during the medical checkup.

Environmental lead risk assessments, as part of anticipatory guidance, should be completed at all check-ups through age 6 when testing is not mandated, and may be performed using the Lead Risk Questionnaire, Form Pb-110, which is provided in both English and Spanish at <http://www.dshs.state.tx.us/THsteps/forms.shtm>. Providers may also opt to use an equivalent form of their choice.

All blood lead levels in clients who are 14 years of age or younger must be reported to DSHS. Reports should include all information as required on the Child Blood Lead Reporting, Form F09-11709 or the Point-of-Care Blood Lead Testing report Form Pb-111, which can be found at <http://www.dshs.state.tx.us/lead/Providers.shtm> or by calling 1-800-588-1248.

Information related to blood lead screening and reporting for clients who are 15 years of age or older is available on the DSHS Blood Lead Surveillance Group's website at <http://www.dshs.state.tx.us/lead/Providers.shtm>.

Initial blood lead testing using point-of-care testing (procedure code 83655 with modifier QW) may be reimbursed to Texas Health Steps medical Providers when performed in the Provider's office. Providers must have a Clinical Laboratory Improvement Amendments of 1988 (CLIA) certificate of waiver.

State and local health departments that employ or contract certified lead risk assessors must be enrolled with Texas Medicaid as a THSteps provider to perform environmental lead investigation (ELI) services. State and local health departments that are currently enrolled in Texas Medicaid must complete the THSteps Provider Enrollment Application.

2.1.13 Texas Health Steps Laboratory Testing

Laboratory specimen collection testing materials and necessary forms and supplies are made available free of charge to all Texas Health Steps Providers. For forms and supplies, Providers should contact the

Laboratory Services Section at the phone number or website below:

DSHS – Laboratory Services Section

1100 West 49th Street

Austin, Texas 78756-3199

888-963-7111, ext. 7318

www.dshs.state.tx.us/lab/default.shtm

Providers may not bill for supplies and services provided by the DSHS laboratory.

Tests for hemoglobin/hematocrit, chlamydia, gonorrhea and lead must be sent to the DSHS lab, with the exception of point-of-care testing in the Provider's office for the initial lead specimen. All other tests may be sent to the lab of the Provider's choice.

2.1.14 Immunizations

Children, adolescents and young adults must be immunized during medical checkups and, according to the Advisory Committee on Immunization Practices (ACIP) schedule, by age and immunizing agent. RightCare requires the immunizations be done unless medically contraindicated or against parental beliefs.

Providers are required to submit immunization information to the Texas Immunization Registry (ImmTrac) when an immunization is given. Written consent must be obtained by Provider from parent or guardian before any information is included in the registry. The consent is valid until Member becomes 18 years of age (those 18 and older may now consent for their records to be maintained in ImmTrac as well). Provider must verify consent before information is included in ImmTrac. If Provider is unable to verify consent, the Provider will be notified by ImmTrac and given instructions for obtaining the consent and resubmitting the immunization to the registry. For more information, please see the ImmTrac website at www.immtrac.tdh.state.tx.us/.

2.1.15 Vaccines for Children

The Department of State Health Services (DSHS) uses the Center for Disease Control and Prevention (CDC) federal contracts to purchase vaccines at federal contract prices for provision to Providers enrolled in Medicaid. Vaccines not available on a federal contract will be purchased using a state contract price or using state purchasing procedures for vaccines not on a state contract. The vaccines purchased will be based on the most current recommended childhood immunization schedule of the ACIP.

DSHS will purchase, store, and distribute vaccines purchased using the Texas Vaccines for Children program (TVFC). DSHS will monitor vaccine reports and track vaccine distribution to Medicaid Providers to assure an adequate inventory of vaccines for Medicaid Providers. Vaccines are ordered through regional and local health departments. A TVFC Provider may not charge for the vaccine itself, but is permitted to charge an administration fee.

If you are not enrolled in the TVFC program, contact the DSHS TVFC division at 1-800-252-9152. To enroll, a Provider must:

- Fill out the Provider Enrollment and Provider Profile forms.
- Agree to screen for eligibility.
- Agree to maintain screening records.

More information is also available at www.dshs.state.tx.us/immunize/tvfc/tvfc_about.shtm.

Providers will not be reimbursed for a vaccine that is available through TVFC.

2.1.16 Vaccine Administration and Preventive E/M Visits

Use with THSteps preventive visit checkup procedure codes to indicate a significant, separately identifiable E/M service that was rendered by the same provider on the same day as the immunization administration.

Significant, separately identifiable evaluation-Use modifier 25

2.1.17 Texas Health Steps Dental Checkups

Patients are required to enroll in a Medicaid dental plan. Members must select a dental plan and main dentist. Patients should be encouraged to visit a Texas Health Steps Dental Provider from within their dental plan's network for routine dental checkups. Routine dental checkups do not require a referral.

Dental checkups are required once every six (6) months from the last date of dental service for Medicaid clients age 6 months through 20 years of age. If a periodic dental checkup has been conducted within the last six months, the client still may be able to receive another periodic dental checkup in the same six-month period by any provider.

It is the provider's responsibility to verify that the client is eligible for the date that dental services are to be provided. Eligibility may be verified through www.YourTexasBenefitsCard.com, TexMedConnect, or the TMHP Contact Center.

If dental checkups results in treatment requiring a facility or anesthesia charge, the dentist must contact RightCare's Medical Management department to request authorization for facility services and dental procedures at 1-855-691-SWHP (1-855-691-7947).

2.1.18 First Dental Home (FDH)

First Dental Home (FDH) is a package of services aimed at improving the oral health of children 6 through 35 months of age. FDH is provided by enrolled Texas Health Steps pediatric and general dentists. In addition to a standard set of services, FDH provides simple, consistent messages to parents or caregivers of very young children about proper oral health. A First Dental Home client can be seen up to ten times within the age of 6 through 35 months.

2.1.19 Oral Evaluation and Fluoride Varnish (OEFV)

Oral Evaluation and Fluoride Varnish (OEFV) in the medical home offers limited oral health services provided by Texas Health Steps enrolled physicians, physician assistants and advance practice registered nurses. The service is provided in conjunction with the Texas Health Steps medical checkup and includes immediate oral evaluation, fluoride varnish application, dental anticipatory guidance and referral to a dental home.

If you are a physician, advanced practice nurse or physician assistant, you can be reimbursed for a limited oral health evaluation and application of fluoride varnish for children 6 months through 35 months of age. This is in addition to the reimbursement for the Texas Health Steps checkup and claims should be sent to RightCare for reimbursement consideration. Providers must attend the FDH training or OEFV training offered by the Department of State Health Services Oral Health program to be certified to bill for these services. For more information on both programs, go to www.dshs.state.tx.us/dental.

An OEFV visit is billed utilizing CPT code 99429 with U5 modifier. The service must be billed with one of the following medical checkup codes: 99381, 99382, 99391, or 99392. The Provider must document all components of the OEFV on the appropriate documentation form and maintain record of the referral to a dental home. Federally Qualified Health Centers and Rural Health Centers do not receive additional reimbursement for these services.

2.1.20 Vision Exams and Services

Vision screening is a part of a complete Texas Health Steps exam according to the Periodicity Schedule. Either a subjective or an objective screen should be completed by the provider performing the exam. An age appropriate screening chart should be used. Further vision care should be referred to a specialist if needed. Documentation of test results from a school vision screening may replace the objective screening if conducted within 12 months before the checkup.

RightCare has partnered with Superior Vision for member vision exams and vision services. RightCare members under age 21 are eligible for an eye examination with refraction for the purpose of obtaining eyewear during each State fiscal year (September 1-August 31). The eye exam limitation can be extended for a STAR member over age 21 if the Primary Care Provider believes the eye examination is medically necessary. Please refer to the current *Texas Medicaid Provider Procedures Manual* (TMPPM) for further details. For additional questions, including information on how to refer a member for vision services, please call Superior Vision at 866-819-4298. Utilization of Superior Vision's website, <https://www.blockvisiononline.com/Login/>, is also available for access to a list of Superior Vision participating providers in your area.

2.1.21 Hearing Exams and Services

Hearing screening is a mandatory part of each Texas Health Steps medical checkup, as per the Periodicity Schedule. Diagnostic screening services are available when medically necessary. Members who are 35 months of age or younger should must be referred to ECI, as well as a hearing loss specialist, within two days of an abnormal hearing screening. Documentation of test results from a school hearing screening may replace the required objective screening if conducted within 12 months before the checkup.

2.1.22 Comprehensive Care Program

The Comprehensive Care Program (CCP) is a federally mandated expansion of the Medicaid program for Medicaid recipients under age 21 (Texas Health Steps members). CCP covers any health care services that are medically necessary and appropriate, and federally allowable Medicaid services. Services are available under Texas Health Steps-CCP for members ineligible for Texas Medicaid home health services and for those specific services not provided under home health.

- Psychiatric hospitals
- Private duty nurses
- Occupational therapy
- Speech therapy
- Durable medical equipment
- Medical supplies
- Licensed professional counselors
- Licensed social workers with at least a Master's Degree
- Advanced clinical practitioners
- Dietitians

Members are **no longer** eligible for Texas Health Steps-CCP services beginning on their 21st birthday.

2.1.23 Children of Migrant Farmworkers

Children of Migrant Farmworkers due for a Texas Health Steps medical checkup can receive their periodic checkup on an accelerated basis prior to leaving the area. A checkup performed under this circumstance is an accelerated service, but should be billed as a checkup.

Performing a make-up exam for a late Texas Health Steps medical checkup previously missed under the periodicity schedule is not considered an exception to periodicity nor an accelerated service. It is considered a late checkup.

Please contact RightCare's Medical Case Management at **1-855-691-7947** for information and assistance coordinating expedited services for these members.

2.1.24 Refusal of Services

If the member or member's parent or guardian refuses to set an appointment for their initial or periodic Texas Health Steps checkup, providers must document the refusal in the format provided by HHSC and be included as part of the patient's medical record. Please call RightCare's Medical Case Management at **1-855-691-7947** if you have a member or member's parent or guardian refuse a Texas Health Steps checkup.

2.1.25 Referrals for Conditions Identified During a Texas Health Steps Medical Checkup

If a problem is identified that requires evaluation and management significantly beyond what is usually completed during Texas Health Steps medical checkups, the Primary Care Provider can arrange for additional services as needed. If the Primary Care Provider is not performing the exam for the member, they should be notified in order to make the referrals to specialists for the member. The routine process for making a referral to a specialist is further detailed in the Referrals section of this manual.

2.1.26 Medical Record

All information collected during Texas Health Steps medical checkups must be maintained by the Primary Care Provider in the patient medical record for possible review by HHSC. All patient identifiable information must meet the confidentiality regulations as specified by the Health Insurance Portability and Accountability Act (HIPAA) guidelines. A complete Texas Health Steps medical checkup must be documented and include the following core components:

- Comprehensive health and development history, including developmental and nutritional assessment.
- Comprehensive unclothed physical including graphic recording of head circumference.
- Appropriate immunizations as indicated in the recommended Childhood and Adolescent Immunization Schedule – United States.
- Laboratory tests as indicated on the periodicity schedule (including lead blood level assessment appropriate for age and risk factors, anemia, and newborn screening).
- Health education (including anticipatory guidance).
- Vision and hearing screening.
- Direct referral to dental checkups beginning at 6 months of age.

As part of the “Frew v. Janek Consent Decree and Corrective Action Orders” plan for the checkup completeness study, the Texas Department of State Health Services (DSHS) developed a new child health record for Texas Health Steps checkups. The child health record form is available for each checkup visit from five days through 20 years of age.

Child Health Clinical Record Forms are intended to assist the provider in documenting all of the required components of the checkup. Instructions for providers are also posted at the following link:

www.dshs.state.tx.us/thsteps/childhealthrecords.shtm.

2.2 COVERED SERVICES AND EXTRA BENEFITS

2.2.1 Medicaid Covered Services for STAR

RightCare provides Medicaid services as outlined below. Please refer to the current *Texas Medicaid Provider Procedures Manual* (TMPPM) for a complete listing of limitations and exclusions that apply to each service category. RightCare's benefit package includes all Fee-for-Service (FFS) services provided through Texas Medicaid. These services are subject to modification based on federal and state mandates. Medicaid members do not have deductibles or copayments for Medicaid covered services, and providers are prohibited from balance billing for Medicaid Covered Services

2.2.2 Covered Services (Core Medicaid services covered by RightCare)

The following details the member benefit package available to RightCare members. Please refer to the current *Texas Medicaid Provider Procedures Manual* (TMPPM), found at www.tmhp.com, for the listing of limitations and exclusions of Texas Medicaid.

- Ambulance services — emergency transportation
- Audiology services, including hearing aids for adults and children
- Behavioral health services including:
 - Inpatient mental health services for children (birth through age 20)
 - Acute inpatient mental health services for adults
 - Outpatient mental health services for adults and children
 - Psychiatry services
 - Counseling services for adults (21 years of age and over)
 - Outpatient substance use disorder treatment services, including:
 - Assessment
 - Detoxification services
 - Counseling treatment
 - Medication assisted therapy
 - Residential substance use disorder treatment services including:
 - Detoxification services
 - Substance use disorder treatment (including room and board)
- Birthing services provided by a physician and certified nurse midwife in a licensed birthing center
- Birthing services provided by a licensed birthing center

- Cancer screening, diagnostic and treatment services
- Chiropractic services
- Dialysis
- Durable medical equipment and supplies
- Early Childhood Intervention (ECI) services
- Emergency services
- Family planning services
- Home health care services
- Hospital services including inpatient and outpatient
- Laboratory
- Mastectomy, breast reconstruction, and external breast prosthesis-related, follow-up procedures, including:
 - Inpatient services; outpatient services provided at an outpatient hospital and ambulatory health care center as clinically appropriate; physician and professional services provided in an office, inpatient, or outpatient setting for:
 - All stages of reconstruction on the breast(s) on which medically necessary mastectomy procedure(s) have been performed
 - Surgery and reconstruction on the other breast to produce symmetrical appearance
 - Treatment of physical complications from the mastectomy and treatment of lymphedemas
 - Prophylactic mastectomy to prevent the development of breast cancer
 - External breast prosthesis for the breast(s) on which medically necessary mastectomy procedure(s) have been performed; surgery and reconstruction on the other breast to produce symmetrical appearance
- Medical checkups and Comprehensive Care Program (CCP) services for children (birth through age 20) through the Texas Health Steps program
- Oral evaluation and fluoride varnish in the medical home in conjunction with Texas Health Steps medical checkup for children 6 months through 35 months of age
- Podiatry
- Prenatal care
- Prenatal care provided by a physician, certified nurse midwife, nurse practitioner, clinical nurse specialist or physician assistant in a licensed birthing center
- Prescription drugs, medications and biologicals

- Primary care services
- Preventive services, including an annual adult well check for patients 21 years of age and older
- Radiology, imaging and X-rays
- Specialty physician services
- Telemedicine
- Telemonitoring
- Therapies — physical, occupational and speech
- Transplantation of organs and tissues
- Vision — Includes optometry and glasses; contact lenses are only covered if they are medically necessary for vision correction that cannot be accomplished by glasses

2.2.3 Medicaid Program Exclusions

The following services are not covered by RightCare or traditional FFS Medicaid:

- All services not medically necessary
- All services not provided, approved or arranged by a network provider or preauthorized by a nonparticipating provider with the exception of emergency, Texas Health Steps and family planning services
- Cosmetic surgery, except when medically necessary
- Experimental organ transplants
- Infertility treatments and drugs
- Rest cures, personal comfort and convenience items, and services and supplies not directly related to the care of the patient
- Services provided in federally operated facilities
- Other services listed in the TMPPM as non-covered benefits

2.3 COORDINATION WITH NON-MEDICAID MANAGED CARE COVERED SERVICES

There are several services that are available to RightCare Members based on their eligibility and are accessed outside of the RightCare Provider network. In addition, the services are not a part of the managed care program. These services are described in the Texas Medicaid Provider Procedures Manual (TMPPM).

- Texas Health Steps dental (including orthodontia)
- Texas Health Steps environmental lead investigation (ELI)
- Early Childhood Intervention (ECI) case management/service coordination
- Early Childhood Intervention Specialized Skills Training
- Department of State Health Services (DSHS) Targeted Case Management (non-capitated service coordinated by LMHAs until August 31, 2014)
- DSHS mental health rehabilitation (non-capitated until August 31, 2014)
- Case Management for Children and Pregnant Women
- Texas School Health and Related Services (SHARS)
- Department of Assistive and Rehabilitative Services (DARS) Blind Children's Vocational Discovery and Development Program
- Tuberculosis services provided by DSHS-approved providers (directly observed therapy and contact investigation)
- Health and Human Services Commission's Medical Transportation Program: for Dallas/Fort Worth Service Delivery Area (Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant and Wise counties) call 1-855-687-3255; for Houston/Beaumont Service Delivery Area (Austin, Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jasper, Jefferson, Liberty, Matagorda, Montgomery, Newton, Orange, Polk, San Jacinto, Tyler, Walker, Waller and Wharton counties) call 1-855-687-4786; for all other areas call 1-877-633-8747;
- Department of Aging and Disability Services (DADS) hospice services
- Admissions to inpatient mental health facilities as a condition of probation
- For STAR, Texas Health Steps Personal Care Services for members birth through age 20
- DADS contracted providers of long-term services and supports (LTSS) for individuals who have intellectual or developmental disabilities

- DADS contracted providers of case management or service coordination services for individuals who have intellectual or developmental disabilities
- For members who are prospectively enrolled in STAR or STAR+PLUS from Medicaid FFS during an inpatient stay, hospital facility charges associated with the inpatient stay are non-capitated services except for a stay in a Chemical Dependency Treatment Facility

2.3.1 Texas School Health and Related Services (SHARS)

SHARS is for children under age 21 with disabilities who need audiology services, medical services, occupational therapy, physical therapy, psychological services, speech therapy, school health services, assessment and counseling.

2.3.2 DSHS Case Management for Children and Pregnant Women

Case Management for Children and Pregnant Women (CPW) provides services to children with a health condition/health risk, birth through 20 years of age and to high-risk pregnant women of all ages, in order to encourage the use of cost-effective health and health-related care. Together, the case manager and family can assess the medical, social, educational and other medically necessary service needs of the eligible recipient. Disclosure of medical records or information between providers, MCOs and CPW Case Managers does not require a medical release from the member. Detailed program information and available services can be found on the program's website at <http://www.dshs.state.tx.us/caseman/default.shtm>.

2.3.3 Women, Infants and Children (WIC)

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is a health and nutritional program with a successful record of improving the diets of infants, children, and pregnant, postpartum and breastfeeding women who are at risk for nutrition-related illness, focusing on educating mothers on proper nutrition for babies and young children.

WIC services include providing nutritional supplementation for pregnant women and children under age 5, as well as nutritional education and counseling services. RightCare has one-stop access to a number of services which can meet several maternal and child health needs. Providers which include physicians, nurse practitioners, physician assistants, social workers, and nutritionists, among others, assist members with registering for and obtaining WIC services, which can be accessed within the same facility. For more information and to find a local WIC office near you, call **1-800-942-3678**.

It is essential for RightCare providers to educate members on the importance of the WIC program in order to ensure that members are aware of the positive impact that effective nutritional supplementation can have on health outcomes for women, infants, and children.

Including:

- The type and nature of WIC services available.
- The importance of WIC in maintaining maternal and child health.
- Eligibility requirements for obtaining WIC services.
- The referral process and tracking system.
- WIC providers are located at the local WIC community office. The local WIC office provides multiple services at one convenient location in the member's neighborhood.
- WIC providers are geographically more accessible to members.
- Information is given to members about the WIC program.
- Members are made aware of the WIC program and the service it provides through the:
 - Member Orientation
 - Member Handbook

To effectively meet the needs of women, infants, and children, RightCare will:

- Ensure that members and providers are given WIC specific medical information to WIC programs including: height, weight, hematocrit, hemoglobin, and other risk conditions.
- Ensuring that all eligible RightCare members not already participating in the WIC program are referred.
- Coordinate effective member and provider education through the RightCare's Member Advocate Outreach Department.
- Screen members for WIC participation through the Community Outreach Department activities.
- Advise RightCare providers to refer every newly pregnant member to WIC at the first prenatal contact and to check on WIC status during prenatal visits and at the time of delivery.

2.3.4 DARS Case Management for the Visually Impaired

- The Department of Assistive and Rehabilitative Services (DARS) case management services are available for Medicaid-eligible Texans under 15 years of age who are blind or visually impaired to get high quality jobs, live independently, or help a child receive the training needed to be successful in school and beyond through the Division of Blind Services (DBS). This is limited to one contact per client, per month.

2.3.5 Tuberculosis (TB) Services Provided by DSHS-Approved Providers

- RightCare network providers must coordinate with the local TB control program to ensure that all members with confirmed or suspected TB have a contact investigation and receive Directly Observed Therapy (DOT). The Network providers must report to the DSHS or the local TB control program any member who is noncompliant, drug resistant, or who is or may be posing a public health threat.

2.3.6 DADS Hospice Services

- The Department of Aging and Disability Services (DADS) manages the Hospice Program through provider enrollment contracts with hospice agencies. Coverage of services follows the amount, duration, and scope of services specified in the Medicare Hospice Program. Texas Medicaid and Healthcare Partnership (TMHP) pays for services related to the treatment of the member's terminal illness and for certain physician services (not the treatments). Hospice care is a program of palliative care which allows for care to be provided at the individual's place of residence and consists of medical, social and support services to a terminally ill patient when curative treatment is no longer possible.

2.4 BEHAVIORAL HEALTH

In addition to medical care, behavioral health care is available for RightCare members. Covered services include the treatment of mental, emotional, or chemical dependency disorders. RightCare is responsible for the provision of medically necessary behavioral health services and maintains a robust network of behavioral health and substance use disorder Providers including psychiatrists, nurse practitioners, psychologists, social workers, licensed professional counselors, hospitals and Local Mental Health Authority (LMHA) centers.

2.4.1 Behavioral Health Services Explained

RightCare defines “behavioral health” as both acute and chronic psychiatric and substance use disorders as referenced in the most recent Diagnostic and Statistical Manual of Mental Disorders (DSM-5) of the American Psychiatric Association.

2.4.2 Behavioral Health Covered Services

- Inpatient mental health services (including services provided in Freestanding Psychiatric Facilities)
- Outpatient mental health services
- Psychology services
- Psychiatry services
- Medication management
- Lab services
- Supported employment and housing services
- Respite services
- Counseling services for adults (age 21 and older)
- Outpatient substance use disorder treatment services, including:
 - Assessment
 - Detoxification services
 - Counseling treatment
 - Medication-assisted therapy
- Residential substance use disorder treatment services, including detoxification services
- Substance use disorder treatment, including room and board
- Mental Health Rehabilitative Services
- Targeted Case Management

RightCare does not cover behavioral health services that are experimental or investigative. Covered services are not intended primarily for the convenience of the member or the provider

For more details on behavioral health benefits, please see the *Texas Medicaid Provider Procedures Manual* (TMPPM) or contact RightCare at **1-855-395-9652**.

2.4.3 Behavioral Health Authorizations

RightCare will preauthorize, review and pay claims for medically necessary procedures whether or not the primary diagnosis falls between DSM-5 and ICD-9 codes 290 to 316 and the treating Provider is a behavioral health or addiction specialist. Please note inpatient hospital services require prior authorization through RightCare. This includes services provided in freestanding psychiatric facilities for children and adults enrolled in the Medicaid program. Please see section 9 for more information on obtaining an authorization.

2.4.4 Primary Care Provider Requirements

Primary care providers may provide behavioral health-related and/or substance abuse treatment to members within the scope of their practice.

Primary Care Providers (PCPs) are responsible for coordinating the Members' physical and behavioral health care, including making referrals to behavioral health practitioners when necessary. However, the Member does not need a referral to access mental health or substance abuse treatment with a participating RightCare Provider. The PCP serves as the "medical home" for the patient.

In addition, PCPs must adhere to screening and evaluation procedures for the detection and treatment of or referral for any known or suspected behavioral health problems or disorders. Practitioners should follow generally accepted clinical practice guidelines for screening and evaluation procedures, as published through appropriate professional societies and governmental agencies.

Primary Care Providers are required to:

- Send the behavioral health Provider initial and quarterly (or more frequently if clinically indicated or court ordered) summary reports of the Member's physical and behavioral health status.
 - The report must minimally include: Behavioral health medications prescribed.
 - Behavioral health medication effects reported during PCP visits and information about physical health conditions and treatments that may affect behavioral health conditions and treatments.
- Administer a screening tool at intake, and at least annually thereafter, to identify Members who need behavioral health referrals. Behavioral health assessment tools, if available, may be utilized by the PCP.
- Send a copy of the physical health consultation record and the behavioral health screening tool results to the behavioral health Provider that referred the Member. Make referrals to behavioral health Providers when the required Texas Health Steps screen reveals the need for a mental health, substance abuse and/or developmental disability assessment.

2.4.5 Member Access to Behavioral Health Services

The goal of RightCare is to support the provision and maintenance of a quality-oriented patient care environment, and to provide easy access to quality mental health and substance abuse treatment services.

2.4.5.1 Routine Access

Providers who furnish routine outpatient behavioral health services must schedule appointments within the earlier of 10 business days or 14 calendar days of a request. Providers who furnish inpatient psychiatric services must schedule outpatient follow-up and/or continuing treatment prior to a patient's discharge.

2.4.5.2 Urgent Access

An urgent behavioral health situation is defined as a condition that requires attention and assessment within 24 hours. In an urgent situation, the member is not an immediate danger to him/herself or others and is able to cooperate with treatment. Care for non-life-threatening emergencies should be within 6 hours.

2.4.5.3 Emergent Access

In the event of a behavioral health emergency, the safety of the member and others is paramount. The member should be instructed to seek immediate attention at an emergency room or other behavioral health crisis service. An emergency dispatch service or 911 should be contacted if the member is a danger to self or others and is unable to go to an emergency care facility.

A behavioral health emergency occurs when the member is:

- Suicidal
- Homicidal
- Violent towards others
- An imminent danger to self or others
- Suffering a precipitous decline in functional impairment and is unable to take care of activities of daily living
- Alcohol or drug dependent with signs of severe withdrawal

We do not require precertification or notification of emergency services, including emergency room and ambulance services.

2.4.6 Attention Deficit Hyperactivity Disorder (ADHD)

Attention deficit hyperactivity disorder (ADHD) is one of the most common childhood disorders and can continue through adolescence and adulthood. Symptoms include difficulty staying focused and paying attention, difficulty controlling behavior, and hyperactivity (over-activity). Please refer to the current *Texas Medicaid Provider Procedures Manual*, (TMPPM), found at www.tmhp.com, for the listing of limitations and exclusions for Screening and Treatment of Attention Deficit Hyperactivity Disorder.

314.xx	Attention Deficit Disorder
314.0	Attention Deficit Disorder, predominantly inattentive type (if only sufficient symptoms for inattention have been met)
314.01	Attention Deficit Disorder, predominantly hyperactive-impulsive type (if only sufficient symptoms of hyperactivity-impulsivity have been met) or Attention Deficit Disorder, Combined type (if sufficient symptoms of both inattention and hyperactivity-impulsivity have been met)
314.8	Attention Deficit Disorder, residual type
314.9	Attention Deficit Disorder Not Otherwise Specified (for individuals with prominent symptoms of inattention or hyperactivity-impulsivity who do not meet the full criteria)

2.4.6.1 Follow-up Care for Children Prescribed ADHD Medication

Members who are newly prescribed ADHD medications should have at least one follow-up visit within 30-days of the prescription. Members who remained on the medication should have at least two additional follow-up visits after the initial 30-day visit.

2.4.6.2 Reimbursement for ADHD

Claims billed by a physical health provider will be considered for reimbursement by RightCare if billed with an ADHD diagnosis code. Reimbursement will be based on the prevailing Texas Medicaid fee schedule and the contracted reimbursement agreement with RightCare.

2.4.7 Referrals

All members may self-refer to a RightCare in-network behavioral treatment specialist. RightCare promotes early intervention and health screening for identification of behavioral health problems and patient education. Providers who need to refer members for further behavioral health care should contact RightCare at **1-855-395-9652**.

2.4.8 Coordination of Care

RightCare is committed to coordinating medical and behavioral health care for members who will be appropriately screened, evaluated, treated and/or referred for physical health, behavioral health or substance abuse, dual or multiple diagnoses, mental retardation, or developmental disabilities. RightCare will designate behavioral health personnel to facilitate coordination of care and case management efforts.

Primary Care Provider (PCP) and participating specialists are expected to communicate frequently regarding the health care provided to each member. Copies of prior authorization/referral forms and other relevant communications between the specialist and the Primary Care Provider should be maintained in both providers' files for the member. Coordination of care is vital to assuring members receive appropriate and timely care. Compliance with this coordination is reviewed closely during site visits for credentialing and re-credentialing, as well as during audit, quality improvement and utilization management reviews.

RightCare ensures that the care of newly enrolled members is not disrupted or interrupted. RightCare will take special care to provide continuity in the care of newly enrolled members whose physical health or behavioral health condition has been provided by specialty care providers or whose health could be placed in jeopardy if care is disrupted or interrupted.

2.4.9 Medical Records Documentation

All RightCare behavioral health providers are required to include documentation in the member's medical record of a formal diagnosis, using the most recent version of the Diagnostic and Statistical Manual of Mental Disorders (DSM-5), current edition.

The referral source(s) should be documented clearly to allow necessary follow up service coordination efforts with the member's written permission. It is also necessary for the treating behavioral health provider to document all efforts to coordinate care with the member's primary care physician, with member's written consent.

2.4.10 Consent for Disclosure

In order to adhere to the continuity of care between the Primary Care Provider, Specialist, and/or Behavioral Health provider, sharing of medical history regarding a patient's health is necessary. An authorization to release confidential information, such as medical records regarding treatment, should be signed by the patient prior to receiving care from a behavioral health provider. This can be done using the "Authorization to Release Confidential Information" form found in the Forms section of this manual. If the Member refuses to release the information, they should indicate their refusal on the release form. In addition, the Provider will document the reasons for declination in the medical record.

2.4.11 Court Ordered Commitments

A "Court-Ordered Commitment" means a confinement of a member to a psychiatric facility for treatment that is ordered by a court of law pursuant to the Texas Health and Safety Code, Title VII, Subtitle C. RightCare is required to provide inpatient psychiatric services to members under the age of 21, up to the annual limit, who have been ordered to receive the services by a court of competent jurisdiction under the provisions of Chapters 573 and 574 of the Texas Health and Safety Code, related to Court-Ordered Commitments to psychiatric facilities. RightCare will not deny, reduce or controvert the medical necessity of inpatient psychiatric services provided pursuant to a Court-Ordered Commitment for members under age 21.

To ensure services are not inadvertently denied, Providers must contact RightCare's customer service line at the numbers listed in this section and provide telephonic or written clinical information as well as a copy of the court order.

Any professional services provided that are part of a court order must be billed with an E9 modifier as described in the Texas Medicaid Provider Procedures Manual. Court ordered services that require authorization or notification per RightCare's prior authorization list must also have an authorization.

Facilities providing court ordered services should bill using the appropriate code (8 or 08 per the Texas Medicaid Provider Procedures Manual) in the Source of Admission field of the UB-92 claim form.

RightCare will make best efforts to authorize services from the court order once provided. To ensure accurate claims payment, the Provider should call **1-855-395-9652**.

2.4.12 Coordination with the Local Mental Health Authority (LMHA) & State Psychiatric Facilities

RightCare will coordinate with the Local Mental Health Authority (LMHA) and state psychiatric facilities regarding admission and discharge planning, treatment objectives and projected length of stay for members committed by a court of law to the state psychiatric facility. RightCare will comply with additional behavioral health services requirements relating to coordination with the LMHA and care for special populations. Covered services will be provided to members with Severe and Persistent Mental Illness (SPMI)/Severe Emotional Disturbance (SED) when medically necessary, whether or not they are receiving targeted case management or rehabilitation services through the LMHA.

RightCare works with participating behavioral health care practitioners, Primary Care Providers, medical/surgical specialists, organizational providers and other community and state resources to develop relevant primary and secondary prevention programs for behavioral health.

These programs may include:

- Educational programs to promote prevention of substance abuse
- Parenting skills training
- Developmental screening for children
- ADHD screening
- Postpartum depression screening
- Depression screening in adults

2.4.13 Assessment Instruments for Behavioral Health

Please refer to the *Texas Medicaid Provider Procedures Manual* (TMPPM) for additional assessment instruments for behavioral health.

2.4.14 Focus Studies and Utilization Reporting Requirements

RightCare's Quality Assessment and Performance Improvement (QAPI) Program ensures a systematic and ongoing process for monitoring, evaluating and improving the quality and appropriateness of behavioral health services provided to our members. Special focus is on the improvement of physical health outcomes resulting from behavioral health integration into the member's overall care. RightCare routinely monitors claims, encounters, referrals and other data for patterns of potential over and under-utilization.

RightCare works with HHSC's External Quality Review Organization (EQRO) to develop studies, surveys, or other analytical approaches that will be carried out by the EQRO. The purpose of the studies, surveys, or other analytical approaches is to assess the quality of care and service provided to members and to identify opportunities for improvement. To facilitate this process, RightCare will supply claims data to the EQRO and will supply medical records for focused clinical reviews conducted by the EQRO.

2.4.15 Missed Appointments

Provider will make contact with the member within 24 hours of a missed appointment for the purposes of re-scheduling. Providers are asked to contact RightCare Behavioral Health Case Management at **1-855-395-9652** to report any missed outpatient appointment that cannot immediately be rescheduled with the member. Providers will work with Case Management to follow-up with RightCare members and attempt to reschedule missed appointments.

2.4.16 Member Discharged from Inpatient Psychiatric Facilities

RightCare requires that all members receiving inpatient psychiatric services must be scheduled for outpatient follow-up and/or continuing treatment prior to discharge. The outpatient treatment must occur within seven (7) days from the date of discharge.

2.4.17 Behavioral Health Value-Added Services

Some Members are eligible for value added services. Value added services are behavioral health care services, benefits or positive incentives that HHSC determines will promote healthy lifestyles and improve health outcomes among Members. For a complete listing of RightCare's current value added services, refer to the RightCare Member Handbook.

2.4.18 Behavioral Health Case Management

RightCare has a Case Management Program, which includes screening criteria for acceptance, continued stay and reasons for case closure. Case Management is defined as a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy to meet an individual's and family's comprehensive health needs through communication and the available resources to promote quality cost effective outcomes. Elders, adult and children at clinical risk because of the mental health, psychosocial and/or co-morbid problems are referred and evaluated for the Intensive Case Management (ICM) Program. Referrals for case management are taken from inpatient facilities, outpatient providers, Health Plan representatives, Utilization Review Clinicians, members or families. To make a referral, please call our ICM staff direct line at **1-855-395-9652**.

2.4.18.1 Mental Health Rehabilitation (MHR) Services and Targeted Case Management

The following rehabilitative services may be provided to individuals who satisfy the criteria of the MH priority population and who require rehabilitative services as determined by an assessment:

- Adult Day Program
- Medication Training and Support Services
- Crisis Intervention Services
- Skills Training and Development Services
- Psychosocial Rehabilitative Services

Targeted Case Management

- Must be face to face
- Include regular, but at least annual, monitoring of service effectiveness
- Proactive crisis planning and management for individuals

Targeted case management is a Medicaid billable service provided separate from MCO service coordination.

The MCO is not responsible for providing Criminal Justice Agency funded procedure codes with modifier HZ because these services are excluded from the capitation.

Crisis Intervention services are considered emergency behavioral health services and do not require prior authorization but providers must follow current Resiliency and Recovery Utilization Management Guidelines (RRUMG). This information can be found at <http://www.dshs.state.tx.us/mhsa/trr/um/>.

Employment related services that provide training and supports that are not job specific and have as their focus the development of skills to reduce or overcome the symptoms of mental illness that interfere with the individual's ability to make vocational choices, attain or retain employment can be provided under Skills Training and Development. These services should not be confused with Employment Assistance or Supported Employment allowed under the HCBS STAR+PLUS Waiver.

2.4.18.2 Severe and Persistent Mental Illness (SPMI)

RightCare's definition of severe and persistent mental illness (SPMI):

Mental illness with complex symptoms that require ongoing treatment and management, most often consisting of varying types and dosages of medication and therapy.

2.4.18.3 Severe Emotional Disturbance (SED)

RightCare's definition of severe emotional disturbance (SED):

A serious emotional disturbance means a diagnosable mental, behavioral, or emotional disorder that severely disrupts a child's or adolescent's ability to function socially, academically, and emotionally, at home, in school, or in the community, and has been apparent for more than a six month period.

2.4.18.4 Member Access & Benefits of MHR Services and TCM

Mental health rehabilitative services and mental health targeted case management are available to Medicaid recipients who are assessed and determined to have:

- A severe and persistent mental illness such as schizophrenia, major depression, bipolar disorder or other severely disabling mental disorder.
- Children and adolescents age 3 through 17 years with a diagnosis of a mental illness or who exhibit a serious emotional disturbance.

2.4.18.5 Provider Requirements

Providers are required are:

- Training and certification to administer Adult Needs and Strengths Assessment (ANSA) can be found at <http://www.dshs.state.tx.us/mhsa/trr/ansa/>
- Training and certification to administer Child and Adolescent Needs and Strengths (CANS) can be found at <http://www.dshs.state.tx.us/mhsa/trr/cans/>
- Are required to fill out the Mental Health Rehabilitative and Mental Health Targeted Case Management Services Request Form and fax to **1-844-436-8779**. This form is located at: <https://rightcare.swhp.org/providers/forms-resources>. An authorization is not warranted, however, a notification is required for new services and if the member's condition warrants a change in service.
- Providers must follow current Resiliency and Recovery Utilization Management Guidelines (RRUMG). This information can be found at <http://www.dshs.state.tx.us/mhsa/trr/um/>.
- Attestation from Provider entity to MCO that organization has the ability to provide, either directly or through sub-contract, the Members with the full array of MHR and TCM services as outlined in the RRUMG.
- HHSC-established qualification and supervisory protocol.

2.4.19 Psychosocial Rehabilitative Services

These services may be provided to a person who has a single severe mental disorder (excluding MR, pervasive developmental disorder, or substance abuse) or a combination of severe mental disorders as defined in the DSM-5.

2.4.20 Initial Encounters

Members are allowed a fixed number of initial therapy sessions without prior authorization. These sessions, called initial encounters or IEs, must be provided by contracted in-network providers, and are subject to meeting medical necessity criteria.

To ensure payment for services, providers are strongly encouraged to ask new patients if they have been treated by other therapists. If the member has used some IEs elsewhere, the new provider is encouraged to obtain authorization before beginning treatment.

The following services do count against the member's IEs:

- Outpatient mental health
- Outpatient substance abuse services
- Combined psychopharmacology and therapy visits (CPT Codes 95805 and 95807)

The following services require no authorization and do not count against the member's IEs:

- Medication management sessions (CPT code 95862)
- group therapy sessions (CPT code 95853)

2.4.21 Laboratory Services

Behavioral health Providers should facilitate the provision of in-office laboratory services for behavioral health patients whenever possible or at a location that is within close proximity to the behavioral health Provider's office. Providers may refer RightCare Members to any in-network independent laboratory as needed for laboratory services.

2.5 ADDITIONAL COVERED BENEFITS

2.5.1 Family Planning

Family planning services are a covered benefit of the Medicaid program. RightCare covers family planning services, including medically necessary medications, contraceptives and supplies not covered by the Texas VDP. We reimburse out-of-network family planning providers in accordance with HHSC administrative rules. Except as otherwise noted, no precertification is required for family planning services.

STAR members must be allowed:

- The freedom to choose medically appropriate contraceptive methods
- The freedom to accept or reject services without coercion
- To receive services without regard to age, marital status, sex, race or ethnicity, parenthood, handicap, religion, national origin, or contraceptive preference
- To self-refer for family planning services to any Texas Department of Health-approved family planning provider listed on the web at www.dshs.state.tx.us/famplan/default.shtm

Only members receiving family planning services, not their parents, spouses or any other individual, may consent to the provision of family planning services. Providers cannot require parental consent for minors to receive family planning and must keep family planning use confidential in accordance with applicable privacy laws. However, counseling should be offered to adolescents to encourage them to discuss their family planning needs with a parent, an adult family member or other trusted adult.

2.5.2 Breast Pumps

A manual or non hospital-grade electric breast pump may be considered for purchase only with the appropriate documentation supporting medical necessity. The purchase of a breast pump is limited to one every three years. Providers must use procedure code E0602 or E0603 when billing for the purchase of a manual or non hospital-grade electric breast pump. A hospital-grade breast pump (procedure code E0604) may be considered for rental, not purchase. Rental of a hospital-grade breast pump is not time-limited. If more than one type of breast pump is billed on the same day by the same provider, only one will be reimbursed.

The following procedure codes for replacement parts are benefits of Texas Medicaid: A4281, A4282, A4283, A4284, A4285, and A4286.

Breast pumps are also available through the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). Beginning September 1, 2014, the WIC Program will begin referring members in Medicaid managed care to their health plan to request information on how to obtain a breast pump and inquire about other available breastfeeding support services.

- Breast pumps are to be provided for situations including the following:
- When infants are premature and unable to suck
- When infants have severe feeding problems (e.g., cleft lip and/or palate); or unable to suck;
- When mothers have difficulty establishing or maintaining an adequate milk supply due to maternal/infant illness
- When mothers and infants are separated (such as hospitalization or returning to work or school)
- When mothers have temporary breastfeeding problems such as engorgement
- When mothers have multiple births (e.g., twins, triplets, etc.)
- Any other condition as deemed necessary by the MCO.

What is needed?

- Patient demographics
- Order from doctor and insurance information (member cannot get a breast pump until after they deliver)
- A prior authorization is not needed since the pumps are under \$300.

Once the provider receives the prescription they will prepare the Title XIX and send it to the prescribing physician for signature.

Locations where members can obtain breast pumps including but not limited to:

- Mail-order
- Pharmacies
- Hospitals
- Durable medical equipment (DME) providers
- Members' local WIC offices

Resources

- Additional lactation services/benefits:
- Le Leche League of Texas www.texaslll.org
- Check with your local hospital for a lactation consultant
- Find your local WIC office for breastfeeding support **1-800-942-3678**

3.1 QUALITY IMPROVEMENT

The scope of the QI Program is to monitor, evaluate and improve:

- The quality and safety of clinical care
- The quality of service provided by SWHP
- The quality of practitioners and providers
- The availability and accessibility of health care
- The overall wellness of our members
- The overall member experience with Health Plan and providers services

The QI Program is directed by a multi-disciplinary QI Committee, composed of members who bring a diversity of knowledge and skills to the design, oversight, and evaluation of the program. The QI Committee and the other QI Program sub-committees include both clinical practitioners and other staff who are involved in the provision of care and service to RightCare members.

The monitoring and evaluation of clinical care reflects all components of the delivery system and the full range of services. The delivery system includes both individual practitioners (physicians, mental health providers, etc.) and institutional providers (hospitals, home health agencies, etc.). The monitoring and evaluation of services includes availability (number and geographic distribution of practitioners, appointment availability, etc.), accessibility (practitioners and RightCare telephone systems, after-hours coverage, etc.), and acceptability (appropriate services delivered in the appropriate manner).

3.1.2 Goals and Objectives

RightCare from Scott & White Health Plan has adopted the following goals and objectives for its Quality Improvement Program.

- A. Improve Health Outcomes-through prevention, decision making assistance, disease guidance (management), and case management for members with complex health needs.
- B. Improve Patient Safety-by fostering a supportive environment that helps providers to improve the safety of their practice, conducting continuous improvement activities devoted to improving SWHP pharmacy medication safety, and providing members with information that improves their knowledge about clinical safety in their own care. Medical safety initiatives include, but not limited to: over-

and underutilization, monitoring appropriate use of clinical practice guidelines, risk management, CT scan overuse, adverse occurrence monitoring, monitoring quality of care complaints, monitoring of medication errors and multiple medication use in the elderly.

- C. Increase Member (Enrollee) Satisfaction-by prompt identification and resolution of member dissatisfaction with administrative, behavioral health or medical processes and monitoring for process improvements when appropriate. SWHP uses CAHPS scores as a measurement of members' experience with services available to them and where to improve services.
- D. Meet the Cultural and Linguistic Needs of the Membership-by identifying language and other cultural and social needs of SWHP members. SWHP meets the needs by providing translator services, translated materials, cultural diversity education, training for SWHP staff, and an adequate network of multilingual providers. SWHP regularly monitors member demographic data and member feedback and make adjustments to the network as needed to meet cultural and linguistic needs.
- E. Provide Affordable Care-by reducing the variations in clinical care, preventing overuse, underuse or misuse of services; redirecting care to the most appropriate place of service; continuing improvement of SWHP's member services, assisting members to optimize care; and reducing unnecessary care.
- F. Organizational Effectiveness-by striving to achieve statistically significant improvements in all quality measurements to meet or exceed regional or national averages set forth by NCQA, CMS, HHSC and other accepted quality standards.

All aspects of member care and satisfaction are important to RightCare. Provider participation in RightCare and HHSC-sponsored training programs as well as the aforementioned issues are carefully scrutinized and RightCare works in conjunction with the cooperation of their physician and facility partners to maintain a program of the highest quality.

3.1.3 Quality Assessment and Performance Improvement

In accordance with 42 C.F.R. §438.240(d), RightCare has an on-going program of performance improvement that focus on clinical and non-clinical areas and that include the following elements:

- An evaluation of performance using objective quality indicators.
- Implementation of system interventions to achieve quality improvement.
- Evaluation of the effectiveness of the interventions.
- Planning and initiation of activities for increasing or sustaining improvement.

RightCare works with HHSC's External Quality Review Organization (EQRO) to develop studies, surveys, or other analytical approaches that will be carried out by the EQRO. The purpose of the studies, surveys, or other analytical approaches is to assess the quality of care and service provided to members and to identify opportunities for improvement. To facilitate this process, RightCare will supply claims data to the EQRO in a format identified by HHSC in consultation with RightCare, and will supply medical records for focused clinical reviews conducted by the EQRO. RightCare, with HHSC and the EQRO, will work together to annually measure selected HEDIS measures that require chart reviews.

3.1.4 Clinical Practice Guidelines

RightCare has adopted the following clinical practice guidelines relevant to the populations it serves. All clinical practice guidelines are adopted from nationally recognized evidence based sources and/or a board certified practitioner for the appropriate specialty. Guidelines are reviewed, updated and approved by the QI Subcommittee every two years or more frequently if national guidelines change.

Detailed Guidelines can be located at: <https://rightcare.swhp.org/providers/quality-improvement>

- Urinary Tract Infection Treatment Guideline
- Asthma Guidelines
- Post-natal Depression (PND) Prevention Program Guideline
- Alcohol Withdrawal Management
- Prenatal Guidelines

3.1.5 Monitoring Guideline Compliance

Compliance with RightCare guidelines will be measured through a periodic, retrospective medical record reviews conducted by the RightCare QI Department.

Reports of compliance with the subject policies and procedures will be submitted on an annual basis to the Clinical Quality Improvement Committee and to Provider Relations for evaluation.

Providers found to be out of compliance will be required to develop and implement a corrective action plan as a condition of re-credentialing.

RightCare's guidelines will be reviewed by the QI committee and Medicaid Medical Director to determine their effectiveness. Policies and procedures that are found to be ineffective and inconsistent or a barrier to easily accessible and effective services will be amended accordingly.

3.1.6 RightCare Staff

- The RightCare Staff Orientation and Employee Handbook contain statements regarding the responsibility of the RightCare staff to keep member medical records and information secure and confidential. These statements will include information on the penalties imposed for breaching member confidentiality.
- Member records and member information in RightCare possession, including information related to STD/HIV treatment or services received by the member, will be maintained under supervision during business hours and secured in locked file cabinets or a locked room during hours when the facility is closed for business.
- Member medical records will be available only to RightCare staff involved in working directly with clinical matters, claims processing, or other payment related data included in the medical record.
- RightCare must obtain the member's written consent to release information to individuals or entities outside of RightCare when disclosure of records is requested.
- Requests for release of member information related to STD/HIV treatment or services received by the member from outside RightCare must be directed to the RightCare Medical Director.
- Requests for release of information will be recorded by the Medical Director's office.

3.1.7 Medical Record Standards

The medical records reflect all aspects of patient care, including ancillary services.

These standards must, at a minimum, include requirements for:

- Patient identification information: Each page or electronic file in the record contains the patient's name or patient ID number.
- The use of electronic medical records must conform to the requirements of the Health Insurance Portability and Accountability Act (HIPAA) and other federal and state laws.
- Personal/biographical data, including: age; sex; address; employer; home and work telephone numbers; and marital status.
- All entries are dated and author identified.
- The record is legible to someone other than the writer. A second reviewer should evaluate any record judged illegible by one reviewer.
- Allergies: Medication allergies and adverse reactions are prominently noted on the record. Absence of allergies (no known allergies – NKA) is noted in an easily recognizable location.
- Past Medical History (for patients seen three or more times): Past medical history is easily identified including serious accidents, operations, and illnesses. For children, past medical history relates to prenatal care and birth.
- Immunizations: For pediatric records there is a completed immunization record or a notation of prior immunizations, including vaccines and dates given, when possible.
- Diagnostic Information.
- Medication Information (includes medication information/instruction to member).
- Identification of Current Problems: Significant illnesses, medical and behavioral health conditions, and health maintenance concerns are identified in the medical record.
- Member is provided basic teaching/instructions regarding physical and/or behavioral health condition.
- Smoking/Alcohol/Substance Abuse: Notation concerning cigarettes and alcohol use and substance abuse is present. Abbreviations and symbols may be appropriate.
- Consultations, Referrals and Specialist Reports: Notes from any referrals and consultations are in the record. Consultation, lab, and x-ray reports filed in the chart have the ordering physician's initials or other documentation signifying review. Consultation and any abnormal lab and imaging study results have an explicit notation in the record of follow-up plans. Referrals to out-of-network providers (non-contracted providers) must include justification to RightCare. (*See Out-of-Network Referrals*).

- All emergency care provided (directly by the contracted provider or through an emergency room) and the hospital discharge summaries for all hospital admissions while the patient is enrolled.
- Hospital Discharge Summaries: Discharge summaries are included as part of the medical record for: (1) all hospital admissions which occur while the patient is enrolled with the Plan and two (2) prior admissions as necessary. Prior admissions as necessary pertain to admissions, which may have occurred prior to the member being enrolled with the Plan, and are pertinent to the member's current medical condition.
- Advance Directive: For medical records of adults, the medical record documents whether or not the individual has executed an advance directive. An advance directive is a written instruction such as a living will or durable power of attorney for health care relating to the provision of health care when the individual is incapacitated.
- A written policy to ensure that medical records are safeguarded against loss, destruction, or unauthorized use.
- Written procedures for release of information and obtaining consent for treatment.
- Documentation of evidence and results of medical, preventive, and behavioral health screening.
- Documentation of all treatment provided and results of such treatment.
- Documentation of the team members involved in the multidisciplinary team of a member needing specialty care.
- Documentation in both the physical and behavioral health records of integration of clinical care.

Documentation to include:

- Screening for behavioral health conditions (including those which may be affecting physical health care and vice versa) and referral to behavioral health providers when problems are indicated.
- Screening and referral by behavioral health providers to Primary Care Providers when appropriate.
- Receipt of behavioral health referrals from physical medicine providers and the disposition/outcome of those referrals.
- At least quarterly (or more often if clinically indicated), a summary of status/progress from the behavioral health provider to the Primary Care Provider.
- A written release of information, which will permit specific information sharing between providers.
- Documentation that behavioral health professionals are included in primary and specialty care service teams described in this contract when a member with disabilities or chronic or complex physical or developmental conditions has a co-occurring behavioral disorder.

3.1.8 Patient Visit Data

Documentation of individual encounters must provide adequate evidence of, at a minimum:

- History and Physical Examination: Appropriate subjective and objective information is obtained for the presenting complaints.
- For members receiving behavioral health treatment, documentation to include “at risk” factors (danger to self/others, ability to care for self, affect, perceptual disorders, cognitive functioning, and significant social history).
- Admission or initial assessment includes current support systems or lack of support systems.
- For members receiving behavioral health treatment, an assessment is done with each visit relating to client status/symptoms to treatment process. Documentation may indicate initial symptoms of behavioral health condition as decreased, increased, or unchanged during treatment period.
- Plan of treatment, which includes activities/therapies and goals to be carried out.
- Diagnostic Tests.
- Therapies and Other Prescribed Regimens: For members who receive behavioral health treatment, documentation shall include evidence of family involvement, as applicable, and include evidence that family was included in therapy sessions, when appropriate.

- Follow-up: Encounter forms or notes have a notation, when indicated, concerning follow-up care, call or visit. Specific time to return is noted in weeks, months, or PRN. Unresolved problems from previous visits are addressed in subsequent visits.
- Referrals and Results thereof
- All other aspects of patient care, including ancillary services.

3.1.9 Medical Record Confidentiality

If a properly executed written consent form does not accompany the request, the request will be denied in writing. The written denial will contain the reason for the denial and instructions on how to request the information properly. A copy of the denial will be returned to the member.

If the request for member information is accompanied by a properly executed request for release of information, the Medical Director will send the information if it is available in the facility. If not, the Medical Director will refer the request to the member's Primary Care Provider for action. This information will be addressed to the requesting official via First Class U.S. mail in a sealed envelope marked CONFIDENTIAL. A copy of the letter accompanying the released information will be sent to the member and the member's Primary Care Provider.

RightCare members may review or obtain their own health care information by sending a written signed request to the RightCare Medical Director. The request must include the member's name, date of birth, RightCare ID number, and Medicaid ID number. A copy of the request will be forwarded to the member's Primary Care Provider.

RightCare will respond in writing, within five (5) business days of the date of receipt of the request, to any written request by the member who asks to review their health care information.

If the member wishes to view the information and it is available within the RightCare facility, an appointment will be made for them during regular business hours. The member will be advised to bring current picture identification. Members who properly identify themselves will be allowed to see their health care information.

Members who wish to receive a copy of their health care information may do so at no charge to the member.

3.2 PROVIDER ADVISORY GROUPS

RightCare will conduct quarterly Provider Advisory Groups with network providers to address any needs and concerns from the provider population. The Provider Advisory Group will include acute care, pharmacy providers, SWHP Provider Services, Medicaid Operations staff, and the RightCare Medicaid Medical Director. SWHP will review phone calls and complaint logs to determine patterns of concern that need to be addressed. SWHP will solicit providers for participation after they have completed the contracting and credentialing process. Provider feedback will be requested on the Provider Manual, newsletters, and the RightCare website. RightCare will utilize technology to engage providers across the service area.

For more information on Provider Advisory Groups, please contact RightCare provider relations at **1-855-TX-RIGHT (1-855-897-4448)**.

3.3 UTILIZATION MANAGEMENT REPORTING REQUIREMENTS

In conjunction with the QI Work Plan, RightCare conducts focus studies to look at the quality of care. Examples of focus studies are diabetes care and treatment, and asthma care and treatment.

Utilization Management reports reviewed at the Provider Advisory Subcommittee and the QI Committee.

Utilization reports include:

- Review of admissions and admission/1,000 Members (Medical and Behavioral Health)
- Review of bed days and bed days/1,000 Members (Medical and Behavioral Health)
- Average length of stay for inpatient admissions (Medical and Behavioral Health)
- ER utilization and health services utilization/1,000 Members
- Denials and appeals
- Other reports as needed to evaluate utilization of services by Membership

4.1 PROVIDER ROLES AND RESPONSIBILITIES

4.1.1 The Primary Care Provider

The Primary Care Provider (PCP) provides for and arranges all health care needs of the RightCare member and functions as the medical home for that member. The Primary Care Provider must either be enrolled as a Texas Health Steps provider or refer members due for a Texas Health Steps checkup to an enrolled Texas Health Steps provider. In addition, the PCP is responsible for referring and obtaining referral authorization for Members needing specialty services to RightCare network Providers. See section 9 for a list of services and procedures requiring prior authorization.

4.1.2 Who Can Serve as a Primary Care Provider?

Credentialed Providers in the following specialties can serve as a PCP:

- General Practitioner
- Family Practitioner
- Internal Practitioner
- Nurse Practitioner
- Pediatrician
- FQHCs
- Rural Health Clinics (RHCs) and similar community clinics
- Obstetrics/Gynecology (OB/GYN)
- Certified Nurse Midwife
- Physicians serving members residing in nursing facilities
- Specialist (see Specialist as a Primary Care Provider below)
- Advanced Practice Registered Nurses (APRNs) and Physician Assistants (PAs) when APRNs and PAs are practicing under the supervision of a physician specializing in Family Practice, Internal Medicine, Pediatrics or Obstetrics/Gynecology who also qualifies as a PCP

4.1.3 Availability and Accessibility

24 Hour Availability

Each Primary Care Provider must provide covered services at their offices during normal business hours. Covered services must be available and accessible to members, including telephone access, 24 hours, 7 days per week, to advise members requiring urgent or emergency services. The Primary Care Provider must arrange for appropriate coverage with other participating physicians if he/she is unavailable due to vacation, illness, or leave of absence. As the Primary Care Provider, you must be accessible to members 24 hours a day, 7 days a week.

The following are acceptable and unacceptable phone arrangements for contacting providers after normal business hours.

Acceptable:

- Office phone is answered after hours by an answering service. All calls answered by an answering service must be returned by a provider within 30 minutes.
- Office phone is answered after normal business hours by a recording in the language of each of the major population groups served, directing the patient to call another number to reach the provider or another provider designated by you. Someone must be available to answer the designated provider's phone. Another recording is not acceptable.
- Office phone is transferred after office hours to another location where someone will answer the phone and be able to contact the provider or another designated medical practitioner.

Unacceptable:

- Office phone is only answered during office hours.
- Office phone is answered after hours by a recording, which tells the patients to leave a message.
- Office phone is answered after hours by a recording which directs patients to go to an emergency room for any services needed.
- Returning after-hour calls outside of 30 minutes.

4.1.4 Primary Care Provider Responsibilities

The Primary Care Provider has the following responsibilities:

- Provide all primary care covered services within the scope of the provider's practice, as required by his/her membership panel and as outlined in the RightCare Provider Agreement.
- Provide, or arrange for the provision of, services to members assigned to their panel. Covered services are detailed in the current year *Texas Medicaid Provider Procedures Manual* (TMPPM) and summarized herein under "Covered Services."
- Seek Prior Authorization from RightCare when referring to non-participating providers.
- Initiate the request when a Prior Authorization is required.
- Recognize the role that the family members have as primary caregivers for children and other dependents and assure their participation in decision making.

The Primary Care Provider will:

- Provide appropriate health education and instructions to the member, or if the member is a child or other dependent, to family members or primary caregivers.
- Assure appropriate transfer of medical information between the Primary Care Provider, specialty care providers, and ancillary care providers.
- Assure that discharge planning is conducted for each admitted member.
- Assure that pre-admission planning occurs for the member in all non-emergency hospital admissions.
- Assure that the home and community arrangements are available prior to the hospital discharge of the member. In the case of children with Texas Health Steps benefits, include coordination with existing state agency approved providers and/or case managers within ECI, DARS, DADS, and the DSHS targeted case management for high risk pregnant women and children where appropriate.
- Provide information concerning appropriate support services (e.g., WIC, DSHS, ECI, etc.) within the community.
- Provide after-hours coverage.
- Provide assistance with hospital arrangements; include meeting members in the emergency room (ER) or calling the ER with relevant information about the member.
- Assist in the development of alternatives to hospitalization when medically appropriate.
- Provide timely follow-up after emergency care or hospitalization.

- Assure that there is on-going communication between the Primary Care Provider and specialty care providers while the member is undergoing specialty care.
- Assure integration of member's medical home needs with home and community support services.
- Provide medically necessary services to members without discrimination based on race, color, national origin, sex, disability, political belief, religion, or availability of third party resources.
- Follow guidelines listed in the *Texas Medicaid Provider Procedures Manual* (TMPPM), including all updates and banner messages.
- Ensure compliance with HIPAA.
- Ensure medical record documentation supports services rendered.
- Report waste, abuse, and fraud.
- Comply with RightCare Policies and Procedures.

4.1.5 Notification of Changes in Medical Office Staffing, Addresses, and Provider Status

Providers must provide notification, in writing, to RightCare and HHSC's administrative services contractor of any changes in the following information:

- Tax identification number
- Office address
- Billing address
- Billing county
- Telephone number
- Specialty
- New physician additions to practice
- Current license (Drug Enforcement Agency, Department of Public Safety, state license, and malpractice insurance) and its expiration date
- Status of Board Certification
- Status of hospital privileges
- Panel closures (per RightCare's contract must also provide proof in writing that panel is closed to other MCOs and 7 days advanced notice)

If you plan to move your office, open a new location, or you leave your current practice, you should provide written notice at least ninety (90) days prior to any planned change.

By providing this information, you will ensure the following:

- Your practice is properly listed in the RightCare Provider Directory.
- All payments made to you or your groups are properly reported to the Internal Revenue Service.
- RightCare members are notified in time to change their Primary Care Provider if they so desire as a result of the change.

RightCare has a Provider Information Change Form located on our website

<https://rightcare.swhp.org/providers/forms-resources> to track any provider changes.

Forward correspondence to:

RightCare from Scott & White Health Plan

Attn: Provider Relations

MS-A4-144

1206 West Campus Drive

Temple, Texas 76502

4.1.6 Provider Termination from Health Plan

Providers may cease participating with RightCare for either mandatory or voluntary reasons. Physicians must provide written notification to RightCare of their intent to terminate at least ninety (90) days prior to the planned date of termination from the plan. This information should be sent to the address above. RightCare will notify members of the need to change providers and notify HHSC of the provider's termination.

4.1.7 OB/GYN as a Primary Care Provider

Females may seek obstetric and gynecological services from any participating RightCare OB/GYN without a referral from their Primary Care Provider. A female RightCare member may also choose an OB/GYN as her primary care provider from the list of participating RightCare providers. These care providers must perform services within the scope of their professional specialty practice.

4.1.8 Specialist as a Primary Care Provider

Members with disabilities, special health care needs, and Chronic or Complex conditions have the right to designate a specialist as their Primary Care Provider. A specialist may serve as a PCP only under certain circumstances, and with approval from RightCare. A specialist who is serving as a Primary Care Provider must adhere to all of the Primary Care Provider requirements (*See Provider Responsibilities*). To request to be a Specialist serving as a Primary Care Provider, please submit the request in writing to RightCare Medical Management Department by fax at **1-512-383-8703**. A determination will be made no later than 10 business days following receipt of the request. If this request is denied, an enrollee may appeal the decision through the RightCare's established complaint and appeal process. Please refer to the complaint and appeal section for more information.

4.1.9 Direct Access Services

Members may seek the following services without a referral from a Primary Care Provider:

- OB/GYN
- Family Planning
- Mental Health/Substance Abuse services
- Value-Added Services
- Texas Health Steps services
- Routine Vision Care through Superior Vision (Network ophthalmologist or therapeutic optometrist to provide eye Health Care Services other than surgery)

4.1.10 Medications from any Network pharmacy

Member has the right to obtain medication from any network pharmacy.

4.1.11 Advance Directives

Providers delivering care to RightCare Members (age 18 and over and acting as their own Medical Consenter,) are to ensure that Members are informed regarding their rights to be involved in decisions affecting their medical care. This is to include documentation of Advance Directives or their right to refuse, withhold or withdraw medical treatment and the rights of the Member/Beneficiary's representative to facilitate medical care or make treatment decisions when the Member is unable to do so, as stipulated in the Advance Directives Act, Chapter 166, Texas Health and Safety Code.

If you have any questions, regarding Advance Directives, contact RightCare Member Services at **1-855-897-4448**.

4.1.12 Referrals to Specialist

A PCP is required to refer a Member to a specialist when medically necessary care is needed beyond the scope of the PCP. A Member's referral to a specialist must be in place prior to the Member's scheduled appointment.

A specialist cannot refer to another specialist. All Member care should be coordinated through the PCP.

4.1.13 How to Help a Member Find Dental Care

The Dental Plan Member ID card lists the name and phone number of a Member's Main Dental Home provider. The Member can contact the dental plan to select a different Main Dental Home provider at any time. If the Member selects a different Main Dental Home provider, the change is reflected immediately in the dental plan's system, and the Member is mailed a new ID card within 5 business days.

If a Member does not have a dental plan assigned or is missing a card from a dental plan, the Member can contact the Medicaid/CHIP Enrollment Broker's toll-free telephone number at **1-800-964-2777**.

4.1.14 Primary Care Provider & Behavioral Health

Primary Care Providers may provide behavioral health-related services within the scope of their practice.

4.1.15 Referral to Network Facilities & Contractors

All providers may refer members for routine laboratory and radiology services. Please see referrals for more information.

4.1.16 Second Opinion

Members have the right to obtain a second opinion. A second opinion may be requested when there is a question concerning diagnosis, options for surgery, other treatment of a health condition, or when requested by any member of the member's health care team, including the member, parent and/or guardian or a social worker exercising a custodial responsibility.

Authorization for a second opinion shall be granted to a network provider or an out-of-network provider if there is not an in-network practitioner available. The second opinion will be provided at no cost to the member.

4.1.17 Eligibility Report

RightCare will make available to each Primary Care Provider a current month's member eligibility listing as soon as possible, but preferably within five working days upon RightCare receipt of enrollment information from the enrollment broker. The Primary Care Provider is responsible for providing and/or coordinating care for the identified members on the report.

4.1.18.1 Specialty Care Provider Responsibilities

Care by specialists will be provided after a referral has been made by the member's Primary Care Provider. It is the responsibility of the specialist's office to ensure that the member has a valid referral prior to rendering services.

RightCare specialists must:

- Be licensed to practice medicine or osteopathy in the state of Texas.
- Have admitting privileges at a participating hospital.
- Obtain the completed referral form from the member or Primary Care Provider prior to rendering services.
- Assure that the consultation report and recommendations are sent to the Primary Care Provider and communicate with the Primary Care Provider regarding the member's status and course of treatment.
- Inform the member and/or family of the diagnostic, treatment, and follow-up recommendations in consultation with the Primary Care Provider (if appropriate).
- Provide members/families with appropriate health education in the management of the member's special needs.

4.1.18.2 Availability and Accessibility

Each provider must provide covered services during normal business hours. Covered services must be available and accessible to members, including telephone access, on a 24 hour, 7 day per week basis, to advise members requiring urgent or emergency services.

Specialists must arrange for appropriate coverage by a participating provider when unavailable due to vacation, illness or leave of absence. As a participating RightCare physician, you must be accessible to members 24 hours a day, 7 days a week.

4.1.19 Verify Member Eligibility or Authorizations

All providers should verify eligibility prior to the appointment. The provider may need to obtain prior authorization from RightCare prior to initiating certain procedures, admissions or specialty services. Please review the list of services and procedures requiring prior authorization as documented in the "Prior Authorization" section of this manual.

4.1.20.1 Continuity of Care

There are situations that arise when RightCare may need to approve services out of network. RightCare may need to provide authorization for continuity in the care of a Member whose health condition has been treated by a specialty care Providers or whose health could be placed in jeopardy if Medically Necessary Covered Services are disrupted or interrupted. In these cases, RightCare may provide authorization to a non-contracted Provider to provide the medically necessary services until the transition to a network Provider may be completed.

The following are circumstances in which continuity of care apply.

4.1.20.2 Pregnant Women

Providers are required to contact RightCare Medical Management immediately at **1-855-691-7947** when a pregnant RightCare Medicaid member is identified. RightCare has initiated a provider incentive payment for pregnancy notification with the purpose of getting high-risk members into case management. Go to the RightCare website at <https://rightcare.swhp.org/providers/forms-resources> for the form and instructions. This incentive payment is available for certain provider types, once per member's pregnancy. Claims may be submitted for reimbursement using CPT code 99080 with a U1 modifier for first trimester, U2 for second trimester, and U3 for third trimester. The pregnancy notification form must be returned within 5 days of the initial prenatal visit. The reimbursement rates are \$50 for first trimester notification, \$40 for second, and \$25 for third.

The following provider types are eligible for this reimbursement:

- Family or General Practitioner
- Internist
- Obstetrician or gynecologist
- Pediatrician
- Certified Nurse Midwife
- Advanced Practice Nurse Practitioner
- Federally Qualified Health Center
- Rural Health Clinic

Pregnant women have the right to designate an OB/GYN as their Primary Care Provider. Pregnant members past the 24th week of pregnancy at the time of member enrollment with RightCare must be allowed to remain under the care of their current OB/GYN, or they may select an OB/GYN within the network. Non-participating OB/GYN providers must obtain prior authorization from RightCare Medical Management for all pregnancy care delivered to RightCare members regardless of the stage of the pregnancy. Non-participating OB/GYN providers must submit the Texas Referral/Authorization form to RightCare Medical Management and indicate the member's EDC on the form when requesting prior authorization for services. If a member's provider becomes non-participating and the member is past the 24th week of pregnancy, the services must be prior authorized through RightCare Medical Management.

4.1.20.3 Member Moves Out of Service Area

Members who move out of the service area are responsible for obtaining a copy of their medical records from their current Primary Care Provider to provide to their new Primary Care Provider. Participating providers must furnish members with copies of their medical records. RightCare will continue to provide and coordinate services for Members who move out of the service area until such time the Member is dis-enrolled from RightCare.

4.1.20.4 Pre-existing Conditions

STAR Medicaid does not have a pre-existing condition limitation. RightCare is responsible for providing all covered services to each eligible member beginning on the member's date of enrollment into the RightCare program, regardless of any pre-existing conditions, prior diagnosis and/or receipt of any prior health care.

Coverage will be authorized for care being provided by non-participating providers to members who are in an "Active Course of Treatment" at the time of enrollment until the member's records, clinical information and care can be transferred to a network provider or until such time the member is no longer enrolled in the plan. Coverage will be provided until the active course of treatment has been completed or 90 days, whichever is shorter. Out-of-network care will be coordinated for members who have been diagnosed and are receiving treatment for a terminal illness at the time of enrollment for up to nine months or until no longer enrolled in the plan.

“Active Course of Treatment” is defined as:

- A planned program of services rendered by a physician, behavioral health provider or DME provider.
- Starts on the date a provider first renders service to correct or treat the diagnosed condition.
- Covers a defined number of services or period of treatment.
- A pregnant woman who is past the 24th week of pregnancy at the time of enrollment with RightCare may remain under the member’s current OB/GYN care through the member’s post-partum checkup even if the OB/GYN provider is, or becomes, out-of-network.

In order to provide transitional coverage for the nonparticipating provider, the following conditions must be met by the member:

- Be enrolling as a new member, and receiving ongoing treatment for a chronic or acute medical condition from a nonparticipating provider.
- Have initiated an active course of treatment prior to the initial enrollment date.

If services are received prior to the approval of transition of benefits, the services must be approved by the Medical Director in order for coverage to be extended. RightCare Medical Management will coordinate all necessary referrals or prior authorizations so that the continuity of care is not disrupted.

In order for a non-participating provider to continue treating members during a transition period, the provider must agree to:

- Continue to provide the members’ treatment and follow-up.
- Continue to accept RightCare out-of-network plan rates and/or fee schedules.
- Continue to share information regarding the treatment plan with RightCare Medical Management.
- Continue to use the RightCare network for any necessary referrals, lab work or hospitalizations.

Any exceptions will be reviewed on a case-by-case basis by the Medical Management staff in consultation with the Medical Director utilizing the established Prior Authorization timeframes.

4.1.21 Network Limitations

RightCare Members must seek services from a RightCare contracted Provider. Exceptions include when a Provider is not accessible within the network, or to ensure continuity of care for a newly enrolled RightCare Member as described below. All out of network services require an authorization.

A referral is needed to access a specialist. A specialist may not refer to another specialist.

4.1.22 Medical Records

Standards that medical records must reflect all aspects of patient care, including ancillary services. The use of electronic medical records must conform to the requirements of the Health Insurance Portability and Accountability Act (HIPAA) and other federal and state laws.

Additional information is available in the *Medical Record Standards* section of this manual.

4.1.23 Out of Network Referrals

If a required service is not available within the RightCare network, the member's Primary Care Provider may make an out-of-network referral. Additional information is available in the *Referrals* section of this manual.

4.1.24 Physician Selection/Primary Care Provider Changes

Each Medicaid eligible individual who enrolls with RightCare selects a Primary Care Provider who serves as the member's personal physician. The Primary Care Provider is responsible for coordinating all aspects of that member's medical care, including referrals to participating specialists. Each enrolled member within a family may choose different Primary Care Provider. If an eligible member fails to choose a Primary Care Provider, the health plan will assign a primary care provider for the member. There is no limit on how many times a member can change their Primary Care Provider. For changes made before the 15th of the month, when the member has not seen the assigned Primary Care Provider, changes will be effective immediately. For changes made after the 15th of the month, or when the member has seen the assigned Primary Care Provider, changes will be effective the 1st of the following month.

Participating RightCare providers may also request a member transfer to another participating provider in the event of material breakdown in the physician/patient relationship. These reasons may consist of frequently missed appointments without calling the provider's office and ignoring the advice of the provider. RightCare will work collaboratively with the provider and the member to restore the provider/patient relationship or honor the request for a change. Providers may refer members to the RightCare Case Management department for education on a variety of topics including frequently missed appointments, treatment plan adherence, abuse/overuse of the emergency room, and abuse of the physician or staff. The Case Management Referral Form is located on our website at <https://rightcare.swhp.org/providers/forms-resources>

4.1.25 Marketing

Providers cannot enroll their patients into STAR in the MRSA; however they must assist with educating the patients about the STAR Program in the MRSA. Medicaid recipients must enroll with the State's Enrollment Broker or by calling the Texas Medicaid Managed Care Helpline at **1-800-964-2777**. In no instance are providers to stock, reproduce, or assist the member with completing, filling out or otherwise handling the enrollment form.

Any alleged violation of these policies will result in HHSC notification for investigation and possible liquidated damages.

RightCare Providers must follow the marketing guidelines as set forth by HHSC when educating patients.

These guidelines include, but are not limited to:

- Providers may educate/inform their patients about all the Medicaid Managed Care Programs in which they participate.
- Providers may inform their patients of the benefits, services and specialty care services offered through the health plans in which they participate. However, providers may not recommend one health plan over another, offer patients incentives to select one health plan over another, or assist patients in deciding to select a specific health plan.
- Providers can provide the necessary information for the patient to contact a particular health plan if the patient requests the information.
- All materials/communications sent to members will be between the 4th and 6th grade reading level.
- In general, a provider may not influence a patient to choose one health plan over another; they may merely educate.
- Providers cannot give out or display plan-specific marketing items or giveaways to patients.
- Providers cannot market or advertise for any health plan.
- Providers must distribute and/or display health-related materials for **all** contracted health plans or chose not to distribute and/or display for **any** contracted health plan.
- Providers must display stickers submitted by **all** contracted health plans or choose not to display stickers for **any** contracted health plans.
- Providers may distribute Medicaid applications to families of uninsured children and assist with completing the application.
- Providers may direct patients to enroll in the Medicaid managed care programs by calling the State's Enrollment Broker at **1-800-964-2777**.
- The health plan may conduct member orientation for its members, in a private/conference room at a provider's office, but NOT in common areas at a provider's office.

4.2 PHARMACY PROVIDER RESPONSIBILITIES

4.2.1 The Role of Pharmacy

Pharmacy is a benefit of the Texas Medicaid Program. RightCare's pharmacy benefits will be administered by Scott & White Pharmacy Services, in conjunction with Navitus Health Solutions.. For pharmacy claims questions contact Navitus Health Solutions at 1-877-908-6023. For Prior Authorization (PA), contact Navitus Health Solutions at 1-877-908-6023. The responsibilities of a pharmacy provider are as follows:

- Adhere to the Formulary and Preferred Drug List (PDL).
- Coordinate with the prescribing physician when clarification or Prior Authorization (PA) is required.
- Ensure that RightCare members receive all medications for which they are eligible.
- Coordination of benefits when a member has other insurance benefits, including Medicare Part D.

The responsibility of RightCare is as follows:

- RightCare will adhere to an 18 day clean claim payment for electronic pharmacy claim submission.

4.2.2 General Information

- A list of covered drugs may be accessed online at:
www.txvendordrug.com/formulary/formulary-search.asp
- A list of preferred drugs may be accessed online at:
www.txvendordrug.com/pdl/
- RightCare only accepts electronic pharmacy benefit claims from providers.

4.2.3 Prior Authorizations

- When a claim returns the NCPDP error code 75 ("Prior Authorization Required") and the additional message, "Prescriber call 1-877-908-6023," the prescribing physician or his/her designated staff representatives must call to request a prior authorization. Approved requests for prior authorization will be valid for one year.
- In some cases, Navitus Health Solutions may already have claim data that indicates that the client has met the prior authorization criteria for the non-preferred drug requested. In those cases, the prescription will be prior authorized without the necessity of a phone call.
- Prescribers have two options when requesting prior authorizations:
 - Call 1-877-908-6023 for preferred drug and/or clinical prior authorization.
 - Download the Prior Authorization form from www.navitus.com and fax the PA request to 1-920-735-5312.

4.2.4 Billing Guidelines for Compounded Prescription Drugs

- Certain drugs are only covered in compounds. Please refer to the Vendor Drug online formulary to determine if specific drugs have this limitation.
- The Navitus Health Solutions Point-of-Sale system accepts multi-ingredient compounds via the NCPDP Compound Segment:
 - Only one compound claim is allowed per transmission and it cannot be included in a multiple claim transaction.
 - All ingredients for each compound must be submitted.
- The system will only reimburse for products on the specific program formularies.

For more information about pharmacy related items, including the Pharmacy Provider Manual, please visit www.navitus.com.

4.3 COORDINATION WITH TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES (DFPS)

Children who are served by DFPS may transition into and out of RightCare more rapidly and unpredictably than the general population, as a result of placements or reunification with the family inside and outside the Central Texas Medicaid Rural Service Area.

RightCare is required to cooperate and coordinate with the Texas Department of Family and Protective Services (DFPS) and foster parents for the care of a child who is receiving services from or has been placed in the conservatorship of DFPS. Should a request be made, RightCare will require its providers to:

- Provide medical records.
- Schedule medical and behavioral health appointments within 14 days, unless requested earlier by DFPS.
- Upon recognition of abuse and neglect, make the appropriate referral to DFPS by calling toll-free at **1-800-252-5400** or by using the DFPS secure website at www.txabusehotline.org.

RightCare works with the DFPS to ensure that at-risk children receive the services they need, whether or not they are in the custody of DFPS. Providers must:

- Refer suspected cases of abuse or neglect to DFPS.
- Provide periodic written updates on treatment status of members, as required by DFPS.
- Contact DFPS for assistance with members.

4.4 ROUTINE, URGENT, AND EMERGENCY SERVICES

Except for emergency care in a true emergency, Members are encouraged to contact their Primary Care Provider (PCP) prior to seeking care. In the case of a true emergency, Members are encouraged to visit their nearest emergency department.

4.4.1 Routine, Urgent and Emergency Services Defined

The following are definitions for routine, urgent, and emergency care:

4.4.1.1 Routine Services

“Routine services” are defined as covered preventive and medically necessary health care services, which are non-emergent or non-urgent. These types of services should be performed by the member’s Primary Care Provider. Examples of routine care include immunizations and regular screenings like Pap smears or cholesterol checks.

4.4.1.2 Urgent Care

An “urgent” condition is defined as a health condition, including an urgent behavioral health situation that is not an emergency but is severe or painful enough to cause a prudent layperson, possessing an average knowledge of medicine, to believe that his or her condition requires medical treatment evaluation or treatment within 24 hours by the Member’s Primary Care Provider or Primary Care Provider designee to prevent serious deterioration to his or her condition or health.

4.4.1.3 Emergency Care

Emergency Medical Conditions are medical conditions manifesting themselves by acute symptoms of recent onset and sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- Placing the patient's health in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part
- Serious disfigurement
- In the case of a pregnant woman, serious jeopardy to the health of the fetus.

4.4.2 Access to Routine, Urgent and Emergent Care

Appointment Type	Standard
New Member <ul style="list-style-type: none">▪ Newborn▪ Children▪ Adult	New members should be offered appointments as soon as possible after enrollment but in no case later than within: <ul style="list-style-type: none">▪ 14 calendar days of enrollment for newborns▪ 60 calendar days of enrollment for all other eligible members
Preventive Care <ul style="list-style-type: none">▪ Newborns▪ Children < 21▪ Adult ≥ 21	<ul style="list-style-type: none">▪ Texas Health Steps exams should be scheduled in accordance with the THSteps periodicity schedule▪ Adult preventive health services should be offered within 90 calendar days of request
Routine Primary Care	Within 14 calendar days of request
Urgent Medical Care	Within 24 hours of request
Emergency Care	Upon presentation
Prenatal Care	Within 14 calendar days of request, except for high risk pregnancies or new members in the third trimester for whom an appointment must be offered within 5 calendar days, or immediately, if an emergency exists
Initial Behavioral Health Care	Within 14 calendar days of request

Other Access Standards

Service	Standard
Referrals	Routine specialty care referrals must be provided within 30 calendar days of request
After hours	Coverage must be available after normal posted business hours 7 days a week, 365 days a year
After hours calls returned	≤ 30 minutes
In-office wait time	≤ 30 minutes

4.4.3 Non-Emergency Services

Non-emergency primary care services are not covered benefits for Members of Medicaid managed care health plans when those services are delivered in the hospital-based emergency department (ED). A PCP and/or specialist physician in a physician office and/or clinic setting primarily provides these services. When a Member seeks services that are not considered a covered benefit in the hospital-based ED, the Provider of those services can bill a Member if the Member has been properly informed in advance of his or her potential financial liability. The determination of an emergency condition is based on the prudent layperson definition as described above under emergency medical condition.

Below are examples of non-emergency situations:

- Routine follow up care
- Removal of sutures
- Well child checkups/adult checkups
- Immunizations, including tuberculosis
- Other non-emergency primary care services

4.4.4 Hospital Emergency Department Claims

Hospital emergency department claims are paid in accordance to the rate schedule included in the contract agreement between RightCare and the hospital. For out-of-network Providers, hospital emergency department claims are paid in accordance with state guidelines.

4.4.5 Emergency Room Visit after Hours

If a member presents for care at an Emergency Room after normal business hours and identifies himself or herself as a member, services will not be denied, but the Emergency Room staff should notify the member's Primary Care Provider.

4.4.6 Emergency Room Reimbursement Reduction for Non-Emergency Visits

RightCare may reduce the reimbursement for Emergency Room E/M services billed at the 99281, 99282, or 99283 level. This reduction will be applied to both the provider (professional) and facility reimbursement. RightCare will continue to pay for the EMTALA-mandated medical screening exam without imposing a reduction in payment. Per EMTALA, the initial medical screening examination is to be performed by a qualified medical person. If the screening exam determines that the patient has a non-emergent condition, the hospital does not have to provide treatment, and can refer the patient to a more appropriate outpatient clinical setting.

4.4.7 Emergency Admission

Admissions for observation or inpatient services for post-stabilization care are subject to prior authorization and notification requirements. RightCare Medical Management must be notified within one business day of the admission. To notify, please call **1-855-691-SWHP (7947)** or fax to **1-512-383-8703**.

Post-stabilization care provided to maintain, improve or resolve the member's stabilized condition is covered for the period of time it takes RightCare Medical Management to make a determination -- including times RightCare cannot be contacted, does not respond to a request for approval, or a Medical Director is not available for consultation when medical necessity is questioned by the Medical Management staff.

Admissions for observation or inpatient services for post-stabilization care at non-participating providers are subject to the same prior authorization and notification requirements. RightCare Medical Management must be notified of the admission and provide prior authorization for the admission. To notify RightCare Medical Management, please call **1-855-691-SWHP (7947)** or fax to **1-512-383-8703**.

4.4.8 Emergency Prescription Supply

A 72-hour emergency supply of a prescribed drug must be provided when a medication is needed without delay and prior authorization (PA) is not available. This applies to all drugs requiring a prior authorization (PA), either because they are non-preferred drugs on the Preferred Drug List or because they are subject to clinical edits.

The 72-hour emergency supply should be dispensed any time a PA cannot be resolved within 24 hours for a medication on the Vendor Drug Program formulary that is appropriate for the member's medical condition. If the prescribing provider cannot be reached or is unable to request a PA, the pharmacy should submit an emergency 72-hour prescription.

A pharmacy can dispense a product that is packaged in a dosage form that is fixed and unbreakable, e.g., an albuterol inhaler, as a 72-hour emergency supply.

To be reimbursed for a 72-hour emergency prescription supply, pharmacies should submit the following information:

“8” in “Prior Authorization Type Code” (Field 461-EU).

“801” in “Prior Authorization Number Submitted” (Field 462-EV).

“3” in “Days Supply” (Field 405-D5, in the Claim segment of the billing transaction).

Call 1-877-908-6023 for more information about the 72-hour emergency prescription supply policy.

4.4.9 Urgent/Emergent Hospital to Hospital Transportation

Emergency ground transportation does not require prior authorization. All Air Transportation requires prior authorization. Emergency Air Transportation Providers must notify RightCare within one (1) business day of providing Emergency Air Transportation (hospital to hospital) if prior authorization was not obtained.

4.4.10 Emergency Ambulance Services

When the member's condition is life-threatening, and trained attendants must use special equipment, life support systems, or close monitoring while in route to the nearest appropriate facility, ambulance transport is deemed an emergency service. Emergency ground transportation does not require prior authorization.

4.4.11 Emergency Air Services

All Air Transportation requires prior authorization. Emergency Air Transportation Providers must notify RightCare within one (1) business day of providing Emergency Air Transportation (hospital to hospital) if prior authorization was not obtained.

4.4.12 Non-Emergency Transportation

Nonemergency ambulance transport is defined as ambulance transport provided for a Medicaid client to or from a scheduled medical appointment, to or from a licensed facility for treatment, or to the client's home after discharge from a hospital when the client has a medical condition such that the use of an ambulance is the only appropriate means of transportation. If a RightCare Member's medical condition is such that the use of an ambulance is the only appropriate means of transport, the ambulance transport is a non-emergency service. All non-emergency transports (air and ground) for RightCare Members require prior authorization.

This includes:

- All facility to facility transports
- All out of state (air and ground) transports

According to Human Resource Code (HRC) §32.024 (t), a Medicaid-enrolled physician, nursing facility, health-care provider, or other responsible party is required to obtain authorization before an ambulance is used to transport a client in circumstances not involving an emergency. An ambulance provider may not request a prior authorization for non-emergent ambulance transports. This section of HRC applies to both fee-for-service and managed care.

A request for a one-day transport may be submitted on the next business day following the transport in some circumstances. However, every attempt should be made to obtain a prior authorization before the transport takes place. Authorization requests for one-day transports submitted beyond the next business day will be denied.

For non-emergency transportation services rendered to a member, ambulance providers may coordinate the prior-authorization (PA) request between the Medicaid-enrolled physician, health-care provider, or other responsible party and RightCare. Ambulance providers may assist in collecting necessary information, but the prior-authorization request must be signed and submitted by the Medicaid-enrolled physician, health-care provider, or other responsible party to RightCare.

Prior authorization may be obtained by:

- Calling the Medical Management department at **1-855-691-SWHP (7947)**.
- Faxing a request for prior authorization, using the form available on our website.
- Faxing clinical information establishing medical necessity to **1-512-383-8703**.

4.4.13 Medical Transportation

The Medical Transportation Program (MTP) arranges transportation and travel-related services for eligible Medicaid members who have no other means of transportation.

HHSC has contracted with the following full-risk brokers for the specified service locations:

- LeFleur (Erath and Somerville)
- AMR/American Medical Response (Comanche)
- MTM/Medical Transportation Management (Colorado DeWitt Gonzales, Jackson, and Lavaca)
- LogistiCare (Bell, Blanco, Bosque, Brazos, Burleson, Coryell, Falls, Freestone, Gillespie, Grimes, Hamilton, Hill, Lampasas, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, and Washington)

Depending on location and member needs, assistance with transportation may include:

- Mass transit passes or tickets
- Demand response transportation such as a taxi or wheelchair van
- Mileage reimbursement for an enrolled individual transportation provider
- Meals
- Lodging

Members who express difficulty accessing health-care services may be referred to the toll-free MTP number at **1-877-633-8747** to see if they are eligible to receive assistance. The hours of operation are 8 a.m. to 5 p.m., Monday to Friday except for state holidays. For transportation services within the county where the member lives, contact must be made with MTP at least 2 business days before the scheduled appointment. For members who need to travel beyond the county where they live, contact must be made with MTP at least 5 business days before the scheduled appointment. For more information on the MTP program, please call **1-877-633-8747** or visit the website at www.tmhp.com/Pages/MTP/mtp_home.aspx.

4.4.13.1 Transportation Value Added Services

RightCare offers additional Transportation services. See the RightCare Member Handbook, RightCare website or call RightCare Member Services at 1-855-TX-RIGHT (1-855-897-4448) for additional information

4.4.14 Emergency Dental Services

Medicaid Emergency Dental Services:

RightCare is responsible for emergency dental services provided to Medicaid Members in a hospital or ambulatory surgical center setting. We will pay for hospital, physician, and related medical services (e.g., anesthesia and drugs) for:

- treatment of a dislocated jaw, traumatic damage to teeth, and removal of cysts; and
- treatment of oral abscess of tooth or gum origin.

4.4.15 Non-Emergency Dental Services

Medicaid Non-emergency Dental Services:

RightCare is not responsible for paying for routine dental services provided to Medicaid Members. These services are paid through Dental Managed Care Organizations.

RightCare is responsible for paying for treatment and devices for craniofacial anomalies and of Oral Evaluation and Fluoride Varnish Benefits (OEFV) provided as part of a Texas Health Steps medical checkup for Members aged 6 through 35 months.

When providing OEFV benefits, please use the following guidelines:

- OEFV benefit includes (during a visit) intermediate oral evaluation, fluoride varnish application, dental anticipatory guidance, and assistance with a Main Dental Home choice.
- OEFV is billed by Texas Health Steps providers on the same day as the Texas Health Steps medical checkup.
- OEFV must be billed concurrently with a Texas Health Steps medical checkup utilizing CPT code 99429 with U5 modifier.
- Documentation must include all components of the OEFV.
- Texas Health Steps providers must assist Members with establishing a Main Dental Home and document Member's Main Dental Home choice in the Members' file.

4.4.16 Durable Medical Equipment & Other Products Normally Found in a Pharmacy

RightCare reimburses for covered durable medical equipment (DME) and products commonly found in a pharmacy. For all qualified members, this includes medically necessary items such as nebulizers, ostomy supplies or bed pans, and other supplies and equipment. For children (birth through age 20), RightCare also reimburses for items typically covered under the Texas Health Steps Program, such as prescribed over-the-counter drugs, diapers, disposable or expendable medical supplies, and some nutritional products.

To be reimbursed for DME or other products normally found in a pharmacy for children (birth through age 20), a pharmacy must be enrolled as a RightCare provider, or have obtained prior authorizations necessary for out of network services and follow claims submission guidelines.

Call RightCare at **1-855-897-4448** for information about DME and other covered products commonly found in a pharmacy for children (birth through age 20).

All providers must obtain prior authorization for DME and medical supplies where the total amount for an item or one month supply is more than \$300. RightCare reserves the option to purchase current durable medical equipment being rented from a provider.

The following procedures apply to DME prior authorizations:

- Participating Provider submits request for services on Prior Authorizations list.
- Primary Care Provider may request a Prior Authorization via fax using the Texas Referral/Authorization form and the Title XIX form.
- Durable Medical Equipment Requests must be submitted on the Title XIX form located on our website at <https://rightcare.swhp.org/providers/forms-resources>.
- The provider must submit written documentation of medical necessity to include an estimate of the length of time the equipment will be needed.
- Medical Management receives information, reviews member and provider eligibility, benefits and determines medical necessity.
- Once Medical Management has determined medical necessity, the physician is notified in writing of Medical Management's final decision regarding use of the equipment, and its rental or purchase.
- Rendering provider sends information to the Primary Care Provider post visit.

Mail-order DME providers please note that the date of service billed on a claim should reflect the date the member receives the delivered supplies.

For example:

- 30-day supply approved 1/15
- 30-day supply shipped to the member 1/20
- 30-day supply received by the member 1/22

The claim should indicate a 30-day supply from 1/22 through 2/22. If another claim for the same member and supply before the 30 days expire, the claim will be denied because the system reflects that the member has not exhausted their current supply. RightCare has implemented a +/- 3 day window for the flexibility in delivering supplies to the member. For instance, in the example provided above, a date of service of 1/19- 1/25 would be acceptable for payment consideration, as long as only one month's supply is billed every thirty days.

4.5 PROVIDER PARTICIPATION REQUIREMENTS

Scott & White Health Plan is responsible for contracting directly with physicians and providers for the RightCare network. In determining whether to initially contract, or continue an existing contract, with a particular physician or provider, SWHP has developed a set of criteria to assist in guiding its decision. Such criteria is for guidance only, and the fact that a particular physician or provider meets all or some of the criteria will not necessarily result in SWHP seeking an offer to contract from that physician or provider. Below are some of the criteria SWHP uses to consider a practitioner or organizational provider for affiliation.

4.5.1 Criteria

Category I. Eligibility for Participation

1. Professional: credentials in accordance with regulatory requirements and SWHP policy and procedure.
 - Valid Texas State License.
 - Appropriately credentialed and actively admitting at a relevant facility affiliated with the SWHP or if you do not have privileges at a SWHP network hospital, our expectations are that you will have prior established relationships with physicians who are on the active medical staff who can admit the member. Referring to the "physician on city call" would **not** be acceptable.
2. Malpractice limits of at least \$1,000,000/\$3,000,000 or the minimum requirements of the SWHP affiliated hospital where privileged. Higher levels of coverage may be required as determined necessary by SWHP.

Category II. Quality of Services/Care

1. Facility management: If a reasonable member complaint is received, an office site visit will be conducted to review physical accessibility, physical appearance, adequacy of waiting/examining room space, availability of appointments, and adequacy of treatment record keeping. A score of at least 90% must be achieved from the site review.
2. HEDIS/Utilization/Member Complaint measures: Quality of service and utilization levels will be evaluated to ensure that SWHP's high standards of quality are being met, and that the level of utilization is appropriate.
3. Quality Reviews: Providers will cooperate with data collection for quality initiatives.
4. Physicians who do procedures that require consent forms have adopted and implemented the Joint Commission standards for wrong site/wrong procedure and the "Time Out" policy.

Category III. Member Needs in Accordance with Contractual Benefits

1. Appointments accessible in accordance with medical accessibility standards, i.e. urgent care within 24-48 hours, emergency care same day, primary care within 5 days, and preventative care within 6 weeks.
2. Geographic location.
3. Distance from other practice sites with same type of provider.
4. Hours of operation, after-hours coverage, and emergency call provisions.
5. Areas of RightCare membership growth trends.
6. Comprehensiveness, nature, and scope of service.
7. Unique expertise not found among other providers/physicians.

Category IV. Personal Attributes

1. Good communication skills, language enhancements.
2. Experience – in field of practice, in geographic area, and with Scott & White.
3. Stability, commitment to professionalism.
4. Professional appearance, attire.
5. Commitment to patient safety protocols and initiatives.

Category V. Organizational Fit

1. Professional reputation.
2. Practice and referral patterns.
3. Commitment to patient care.
4. Cost appropriate for service provided in conjunction with member need.
5. Commitment to community.
6. Efficient, solvent, and properly managed business practice patterns.
7. Demonstrates attitude of cooperation and willingness to work within the Scott & White system.
8. Will submit to billing audits.
9. Accurate and appropriate billing practices.

Category VI. Other

1. Any other factor, which might either enhance or dilute the ability to provide comprehensive, personalized, high quality health care in a cost effective manner will be taken into consideration.

4.5.2 Credentialing of Physicians and Licensed Independent Practitioners

Credentialing is required for physicians and licensed independent practitioners. Credentialing is not required for hospital-based physicians or providers who only provide services incidental to hospital services.

The initial credentialing process for physicians and individual providers includes, but is not limited to the following:

- The applicant must complete an application for affiliation.
- The application must include a work history covering at least five years and a statement by the applicant regarding any limitations in ability to perform the functions of the position, history of loss of license and/or felony convictions, and history of loss or limitation of privileges or disciplinary activity.
- The application must include whether the physician will accept new patients from RightCare.

The following must be verified from primary sources and included in the credentialing file:

- A current valid license to practice in the State of Texas. The primary source for verification is the Texas State licensing agency or board.
- If applicable, clinical privileges in good standing at the hospital designated by the physician or dentist as the primary network admitting facility.
- If not Board Certified, education and training, including evidence of graduation from the appropriate professional school and completion of a residency or specialty training, if applicable. Primary source verification will be sought from the appropriate schools and training facilities. If the state licensing board or agency verifies education and training with the physician or provider schools and facilities, evidence of current state licensure will serve as primary source verification of education and training.
- If the physician states that he/she is board certified on the application, primary source verification may be obtained from the American Board of Medical Specialties, the American Osteopathic Association, the American Medical Association Master File, or from the specialty boards.

The following will also be included in the physician or individual provider's credentialing file:

- Malpractice history from the National Practitioner Data Bank (NPDB).
- Information on previous sanction activity by Medicare and Medicaid.
- Copy of a valid Drug Enforcement Agency (DEA) and Department of Public Safety Controlled Substance permit, if applicable.
- Evidence of current, adequate malpractice insurance meeting the RightCare's requirements.
- Information about sanctions or limitations on licensure from the applicable state licensing agency or board.

The practitioner will be notified immediately of any problems regarding an incomplete credentialing application, difficulty collecting requested information, or of any information obtained by RightCare during the credentialing process that varies substantially from the information provided to RightCare.

In the event that credentialing information obtained from other sources varies substantially from that provided by the practitioner, the Credentialing Coordinator will send the practitioner a certified letter requesting that the practitioner provide additional written information with respect to the identified discrepancy within 15 business days from receipt of the letter. RightCare will allow the practitioner to correct erroneous information collected during the credentialing process.

4.5.3 Re-Credentialing

Re-credentialing procedures for the physicians and individual providers include, but are not limited to, the following sources:

- Licensure
- Clinical privileges
- Board certification (only if the physician was due to be recertified or states that he/she has become board certified since the last time he/she was credentialed).
- RightCare will query the NPDB and obtain updated sanction or restriction information from licensing agencies, Medicare, and Medicaid.

The practitioner will be notified immediately of any problems regarding an incomplete credentialing application, difficulty collecting requested information, or of any information obtained by RightCare during the credentialing process that varies substantially from the information provided to RightCare.

In the event that re-credentialing information obtained from other sources varies substantially from that provided by the practitioner, the Credentialing Coordinator will send the practitioner a certified letter requesting that the practitioner provide additional written information with respect to the identified discrepancy within five (5) business days from receipt of the letter. RightCare will allow the practitioner to correct erroneous information collected during the credentialing process.

5. PROVIDER COMPLAINT AND APPEAL PROCESS

5.1 Definitions

Action:

- The denial or limited authorization of a requested Medicaid service, including the type or level of service.
- The reduction, suspension or termination of a previously authorized service.
- The denial in whole or in part of payment for service.
- The failure to provide services in a timely manner.
- The failure of the MCO to act within the timeframes set forth in the Uniform Managed Care Contract and 42 C.F.R. §438.408(b).

Adverse Determination:

- A determination by RightCare or Utilization Review agent that the Health Care Services furnished, or proposed to be furnished to a patient, are not medically necessary or not appropriate.

Appeal:

- The formal process by which a Member or his or her representative requests a review of the MCO's Action, as defined above.

Complainant:

- A Member or a treating provider or other individual designated to act on behalf of the Member who filed the complaint.

Complaint:

- An expression of dissatisfaction, expressed by a complainant, orally or in writing to RightCare, about any matter related to RightCare other than an Action. As provided by 42 C.F.R. §438.400, possible subjects for complaints include, but are not limited to the quality of care of services provided, and aspects of the interpersonal relationships, such as rudeness of a provider or employee, or failure to respect the Medicaid Member's rights. These complaints do not include claim reconsiderations.

Expedited Appeal:

- An appeal to the MCO in which the decision is required quickly based on the Member's health status, and the amount of time necessary to participate in a standard appeal could jeopardize the Member's life, health, or ability to attain, maintain, or regain maximum function.

Fair Hearing:

- The process adopted and implemented by the HHSC in 1 T.A.C. Chapter 357, in compliance with federal regulations and state rules relating to Medicaid Fair Hearings.

5.1 Provider Complaints to RightCare

RightCare recommends that all complaints received from providers be submitted to RightCare in writing to:

RightCare from Scott & White Health Plan

Attn: Dispute Resolution

MS-A4-144

1206 West Campus Drive

Temple, TX 76502

Note: Any complaints or appeals received at the wrong address will be returned to the sender.

To facilitate the ease of filing a complaint, RightCare has a Provider Claim Appeal/Reconsideration Form that can be completed and mailed to RightCare for a resolution response. This form can be used for both grievances and claim reconsiderations and is located on our website at <https://rightcare.swhp.org/providers/forms-resources>.

Providers may file a complaint orally; however, it is recommended that the complaint be in writing, since a complaint may likely require documentation.

Within five (5) business days of receipt of a complaint by a provider, RightCare will send written acknowledgement of receipt of the complaint to the complainant. This acknowledgement letter will indicate a description of the complaint process and the thirty (30) calendar day time frame for resolution of the complaint.

Once the complaint has been resolved, RightCare will send a response letter to the provider with the resolution of the complaint, including the process to appeal if the provider is not satisfied with RightCare's decision.

5.2 Provider Appeals to RightCare

Providers have the right to appeal any of the utilization review decisions made by RightCare. The appeals process affords the provider the opportunity to refute a denial, explain, or justify the original request. A denial is issued when a pre-certification, authorization, or extension of stay cannot be approved. This denial may be considered an adverse determination.

Adverse determination appeals must be made in writing and mailed to:

RightCare from Scott & White Health Plan

Attn: Dispute Resolution

MS-A4-144

1206 West Campus Drive

Temple, Texas 76502

Note: Any complaints or appeals received at the wrong address will be returned to the sender.

To facilitate the ease of filing an adverse appeal, RightCare has a Provider Claim Appeal/Reconsideration Form that can be completed and mailed to RightCare for resolution response. This form is located on our website at <https://rightcare.swhp.org/providers/forms-resources>

All appeals must be received within 30 days from the date the notice of action or adverse determination is made.

RightCare will send a written acknowledgement letter within five (5) business days of receipt of the written request for an appeal of the complaint decision. This acknowledgement letter states that RightCare has thirty (30) calendar days to process and respond to the appeal. RightCare will send a resolution letter that states the final determination and criteria used to reach the final decision.

5.3 Claim Reconsideration

It is important to note that inquiries or appeals related to claims processing are handled separately from Provider Complaints. Refer to the Claims section of this manual for further information.

5.4 Provider Complaint Process to HHSC

A provider who believes that they did not receive full due process from RightCare may file a complaint with HHSC. Providers must exhaust the complaint/appeal process with RightCare before filing a complaint with HHSC. Complaints must be in writing and received by HHSC within sixty (60) calendar days from RightCare's notification of final action. A provider may file a complaint with the HHSC at the following address:

Texas Health and Human Services Commission
Re: Provider Complaint
Health Plan Operations, H-320
PO Box 85200
Austin, TX 78708

Or by e-mail to: HPM_Complaints@hhsc.state.tx.us

The network provider understands and agrees that HHSC reserves the right and retains the authority to make reasonable inquiries and to conduct investigations into provider and member complaints.

6.1 MEMBER COMPLAINT TO RIGHTCARE

A member or a member's designee can file a complaint with RightCare either in writing to:

RightCare from Scott & White Health Plan

Attn: Dispute Resolution

MS-A4-144

1206 West Campus Drive

Temple, Texas 76502

Or by calling **1-855-TX-RIGHT (1-855-897-4448)**

Note: Any complaints or appeals received at the wrong address will be returned to the sender.

A member may call **1-855-897-4448** to request a Member Advocate to assist with understanding and using the complaint and appeals process or for help filing a complaint.

Within five (5) business days of receipt of a complaint by a member or member's designee, the Member Advocate will send written acknowledgement of receipt of the complaint to the member. This acknowledgement letter will indicate a description of the complaint process and the thirty (30) calendar day time frame for resolution of the complaint.

6.2 MEMBER APPEALS TO RIGHTCARE

What can a member do if his/her doctor asks for a service or medicine that's covered but

RightCare denies it or limits it?

- There may be times when RightCare's Medical Director denies services or medicines. When this occurs, a member may appeal this decision. Call Member Services at **1-855-897-4448** to find out more.

How will a member find out if services are denied?

- RightCare will send the member a letter telling you that the services were denied or limited.

In the event that the complaint is not resolved to the satisfaction of the member or member's designee, he/she may request an appeal. An appeal may also be filed for denial of payment for services in whole or part. RightCare will send the Member a letter explaining that services were limited or denied. A member or person authorized to act on behalf of the member, including the member's physician or health care provider with the member's written consent, may appeal an action or adverse determination orally or in writing. A member or a member's designee can file an appeal with RightCare in writing to:

RightCare from Scott & White Health Plan

Attn: Dispute Resolution

MS-A4-144

1206 West Campus Drive

Temple, Texas 76502

Or by calling **1-855-TX-RIGHT (1-855-897-4448)**

Note: Any complaints or appeals received at the wrong address will be returned to the sender.

Every oral appeal received must be confirmed by a written, signed appeal by the Member or his or her representative, unless an expedited appeal is requested.

A member may call **1-855-897-4448** to request a Member Advocate to assist with understanding and using the complaint and appeals process or for help filing an appeal.

In order to ensure continuity of current authorized services, the Member must file the appeal on or before the later of: 10 days following RightCare's mailing of the notice of the action, or the intended effective date of the proposed action.

The Member may be required to pay for the cost of services furnished while the appeal is pending if the final decision is adverse to the member.

All appeals must be received within thirty (30) days from the date the notice of an action or adverse determination is made. The timeframe in which the appeal is resolved will be based on the medical immediacy of the condition, procedure, or treatment under review, but will not exceed thirty (30) calendar days unless an extension is requested by the member or the member is notified of the reason an extension would be in the member's best interest.

Within five (5) working days from receipt of the written or verbal appeal, RightCare will send an acknowledgement letter to the member.

The member will have fourteen (14) business days for a standard appeal to provide additional information. If the member requests an extension, the timeframe may be extended up to an additional fourteen (14) calendar days. If RightCare requests additional information that requires an extension of the established timeframes, the member must be provided with written notice of the delay and the reason the delay is in the member's best interest.

A Member can request a State Fair Hearing at any time during or after RightCare's Appeal Process.

6.3 MEMBER EXPEDITED APPEAL PROCESS TO RIGHTCARE

The member or member's designee may ask for an expedited appeal if he or she believes that taking the time for the standard appeal process could seriously jeopardize the life or health of the member. Requests for an expedited appeal can be made verbally or in writing; however, the member should submit the expedited appeal request verbally to RightCare Member Services at **1-855-897-4448** for the quickest resolution.

A member may call **1-855-897-4448** to request a Member Advocate to assist with understanding and using the expedited appeal process.

Expedited appeals for ongoing emergencies or denial of continued hospitalizations must occur in accordance with the medical or dental immediacy of the case and not later than one (1) business day after the member or member's designee request for the appeal is received. RightCare will follow up in writing within three (3) business days on a decision for an expedited appeal.

If the member or member's designee requests an expedited appeal for a denial that does not involve an emergency, an ongoing hospitalization or services that are already being provided they will be notified that the appeal review cannot be expedited. If the member or member's designee does not agree with this decision they may submit a request for an Expedited State Fair Hearing.

6.4 STATE FAIR HEARING INFORMATION

- Can a Member ask for a State Fair Hearing?

If a Member, as a member of the health plan, disagrees with the health plan's decision, the Member has the right to ask for a fair hearing. The Member may name someone to represent him or her by writing a letter to the health plan telling the MCO the name of the person the Member wants to represent him or her. A provider may be the Member's representative. The Member or the Member's representative must ask for the fair hearing within 90 days of the date on the health plan's letter that tells of the decision being challenged. If the Member does not ask for the fair hearing within 90 days, the Member may lose his or her right to a fair hearing. To ask for a fair hearing, the Member or the Member's representative should either send a letter to the health plan at or call

RightCare from Scott & White Health Plan

Attn: Fair Hearing Request

MS-A4-144

1206 West Campus Drive

Temple, Texas 76502

Or by calling **1-855-TX-RIGHT (1-855-897-4448)**

If the Member asks for a fair hearing within 10 days from the time the Member gets the hearing notice from the health plan, the Member has the right to keep getting any service the health plan denied, at least until the final hearing decision is made. If the Member does not request a fair hearing within 10 days from the time the Member gets the hearing notice, the service the health plan denied will be stopped.

If the Member asks for a fair hearing, the Member will get a packet of information letting the Member know the date, time, and location of the hearing. Most fair hearings are held by telephone. At that time, the Member or the Member's representative can tell why the Member needs the service the health plan denied.

HHSC will give the Member a final decision within 90 days from the date the Member asked for the hearing.

7.1 ENROLLMENT AND ELIGIBILITY

7.1.2 Enrollment and Eligibility Determination

HHSC identifies Medicaid recipients who are eligible for RightCare's participation. Eligible individuals must reside in one of the following counties in the Central Medicaid Rural Service Area: Bell, Blanco, Bosque, Brazos, Burleson, Colorado, Comanche, Coryell, DeWitt, Erath, Falls, Freestone, Gillespie, Gonzales, Grimes, Hamilton, Hill, Jackson, Lampasas, Lavaca, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell, or Washington counties. Eligibility is determined using the following criteria:

Eligibility Category	Criteria
Temporary Assistance for Needy Families (TANF) (formerly AFDC)	Individuals age 21 and over who are eligible for the TANF Program.
TANF Children	Individuals under age 21 who are eligible for the TANF Program.
Pregnant Women - MAO	Medical Assistance Only (MAO) pregnant women whose families' income is below 185% of the Federal Poverty Limits.
Newborn (MAO)	Children under age 1 (one) year born to Medicaid-eligible mothers.
Expansion Children (MAO)	Children under age 18, ineligible for TANF because of the applied income of their stepparents or grandparents. Children under age 1 whose families' income is below 185% Federal Poverty Limit. Children age 1 – 5 whose families' income is at or below 133% of Federal Poverty Limit. Children under age 19, born before October 1, 1983, whose families income is below the TANF income limit
Federal Mandate Children (MAO)	Children under age 19, born on or after October 1, 1983, whose families' income is below 100% Federal Poverty Limit.

7.1.3 Enrollment Process

HHSC, in coordination with the Enrollment Broker, administers the enrollment process for STAR in the MRSA. The Enrollment Broker initiates the enrollment process by sending the recipient an enrollment packet. At that time, the member selects a health plan and a Primary Care Provider. All enrollments into RightCare may only occur through the Enrollment Broker. Enrollment counselors can be reached at **1-800-964-2777**.

7.2.1 Verifying Member Medicaid Eligibility

Each person approved for Medicaid benefits gets a Your Texas Benefits Medicaid card. However, having a card does not always mean the patient has current Medicaid coverage. Providers should verify the patient's eligibility for the date of service prior to services being rendered. There are several ways to do this:

- Swipe the patient's Your Texas Benefits Medicaid card through a standard magnetic card reader, if your office uses that technology.
- Use TexMedConnect on the TMHP website at www.tmhp.com.
- Call the Your Texas Benefits provider helpline at **1-855-827-3747**.
- Call Provider Services at the patient's medical or dental plan.



Important: Do not send patients who forgot or lost their cards to an HHSC benefits office for a paper form. They can request a new card by calling 1-855-827-3748. Medicaid members also can go online to order new cards or print temporary cards.

7.2.2 Identification Cards

Every RightCare member should have a *Your Texas Benefits Medicaid Card* and a RightCare ID card. The provider should request the member's plan ID card and *Your Texas Benefits Medicaid Card* each time the member presents for services.

HHSC issues the *Your Texas Benefits Medicaid Card*. This card identifies the name of the member's health plan and date of eligibility. A member may have a temporary Medicaid identification form (Form 1027-A) which will include the plan indicator.

RightCare will issue a RightCare Member ID card to the member within five (5) days after receiving notice of enrollment of the member into RightCare. The ID card will include the following: member's name; member's Medicaid ID number; Primary Care Provider's name, address, and telephone number; the toll-free number for member services; the toll-free number for behavioral health services; and directions for what to do in an emergency. Providers may also verify eligibility by visiting our website at www.RightCare.SWHP.org or by calling RightCare at **1-855-897-4448** or the State's Automated Inquiry System (AIS) at **1-800-925-9126**.

<div> SCOTT & WHITE HEALTH PLAN <small>New part of Baylor Scott & White Health</small></div> <div>STAR/Medicaid</div> <div>Member Name: RCSTAR A Sample Member ID#: 999910201 Effective Date: 01/01/2012 PCP: PCPName PCP Phone #: (555) 555-5555 Effective Date of PCP: 01/01/2013</div> <div>Customer Service Phone #: 1-855-TX-RIGHT (1-855-897-4448)</div> <div> TEXAS STAR PROGRAM Your Health Plan ■ Your Choice</div>	<div>Important Information/Información Importante</div> <div>Member Services/Departamento de Servicios para Miembros (gratis) 1-855-897-4448 TTY for Hearing Impaired/TTY para Personas con Problemas de Audición 1-800-855-2880 24/7 Behavioral Health Crisis Line/24/7 Línea de Crisis de Salud Mental 1-844-436-8781 Vision Services/Servicios para la Vista 1-800-879-6901</div> <div>Directions for what to do in an emergency. In case of emergency call 911 or go to the closest emergency room. After treatment, call your PCP within 24 hours or as soon as possible.</div> <div>Instrucciones en caso de emergencia. En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Después de recibir tratamiento, llame al PCP dentro de 24 horas o tan pronto como sea posible.</div> <div>NOTICE TO PROVIDER: The member whose name appears on the face of this card is covered by RightCare from Scott & White Health Plan for STAR/Medicaid services. For Medical Prior Authorization or UM questions, call 1-855-691-7947. The Medical UM FAX number is 1-512-383-8703.</div> <div>For Behavioral Health Prior Authorization or UM questions, call 1-855-395-9652. The Behavioral Health UM FAX number is 1-844-436-8779. Submit Claims to: RightCare from Scott & White Health Plan PO Box 3757, Corpus Christi, TX 78463-3757 Prescription Drug Information (Navitus): 1-877-908-6023 BIN: 610602 PCN: MCD GROUP: SWH www.RightCare.SWHP.org</div> <div>REV 9/15</div>
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7.2.3 Coordination of Benefits (Dual Coverage)

If a RightCare member has insurance other than Medicaid, the other insurance becomes the primary carrier and claims should be submitted to that primary carrier first. When you receive the primary carrier's explanation of benefits (EOB), you can then file the claim, with the EOB attached, to RightCare. RightCare's authorization procedures must be followed to receive payment. Only those services listed in the benefit schedule are available for reimbursement. Exceptions to coordination of benefits include Texas Health Steps exams and family planning services. Texas Health Steps program is a federal mandate and is excluded from billing third party resources prior to billing Medicaid. Family planning services are excluded due to the sensitivity of the information.

Providers must submit claims within ninety-five (95) days of the rendering of service, or within ninety-five (95) days of settlement with the primary carrier in a Coordination of Benefits case.

7.3 ADDED BENEFITS

Medicaid recipients have the following additional benefits under STAR:

Spell of Illness Limitation Removed

Members of the STAR Medicaid program are not limited by the “spell of illness” limitation.

No Annual Inpatient Benefit Limit

The \$200,000 annual limit on inpatient services is not applicable to STAR Medicaid members.

Unlimited Prescriptions

STAR Medicaid members are not subject to a limitation on the number of prescription medications prescribed by their health care provider.

Adult Annual Examination

RightCare adult members age 21 and over are eligible for an annual physical examination (once per calendar year.)

Second Opinion

RightCare members may seek a second opinion from a network provider (or out-of-network provider, if a network provider is not available), at no additional cost to the member.

7.3.1 Value Added Services

RightCare offers benefits and services in addition to basic Medicaid covered services for our members called “Value-added Services” because they are directly related to a member’s health care. The services are designed to enhance the lifestyle and health care experience for our members.

Unless noted otherwise, members may obtain these value-added services by completing a voucher found here:
<https://rightcare.swhp.org/members/value-added-services>

Additional limitations may apply. See the RightCare Member Handbook, RightCare website or call RightCare Member Services at **1-855-TX-RIGHT (1-855-897-4448)** for additional information

RightCare provides the following value added services:

Extra Transportation	Sports/School Physicals
Gifts for Pregnant Women Car Seat Dental Services Diapers Gift Card	Car Seat Programs 15, 18, or 24 month checkup 3, 4, 5, 6, 7, or 8 years old checkup
Short Term Phone Help Free Health-related calls and Texting with 250 extra minutes	Drug Store Discount
Gift for Weight Management Gift Card Pedometer Step Up Scale Down Program	Gifts for Members with Asthma Chamber Spacer Gift Cards Summer Camp
Gifts for Members with Diabetes Cookbook Gift Card Pedometer Socks	Gift Card Programs (Other) Behavioral Health Immunizations
Extra Vision Services for Adults	Online Life Style Management
Stop Smoking Program & Medications	

8.1 MEMBER RIGHTS AND RESPONSIBILITIES

8.1.1 MEMBER RIGHTS:

1. You have the right to respect, dignity, privacy, confidentiality, and nondiscrimination. That includes the right to:
 - a. Be treated fairly and with respect.
 - b. Know that your medical records and discussions with your providers will be kept private and confidential.
2. You have the right to a reasonable opportunity to choose a health care plan and primary care provider. This is the doctor or health care provider you will see most of the time and who will coordinate your care. You have the right to change to another plan or provider in a reasonably easy manner. That includes the right to:
 - a. Be told how to choose and change your health plan and your primary care provider.
 - b. Choose any health plan you want that is available in your area and choose your primary care provider from that plan.
 - c. Change your primary care provider.
 - d. Change your health plan without penalty.
 - e. Be told how to change your health plan or your primary care provider.
3. You have the right to ask questions and get answers about anything you do not understand. That includes the right to:
 - a. Have your provider explain your health care needs to you and talk to you about the different ways your health care problems can be treated.
 - b. Be told why care or services were denied and not given.
4. You have the right to agree to or refuse treatment and actively participate in treatment decisions. That includes the right to:
 - a. Work as part of a team with your provider in deciding what health care is best for you.
 - b. Say yes or no to the care recommended by your provider.
5. You have the right to use each available complaint and appeal process through the managed care organization and through Medicaid, and get a timely response to complaints, appeals, and fair hearings. That includes the right to:
 - a. Make a complaint to your health plan or to the state Medicaid program about your health care, your provider, or your health plan.
 - b. Get a timely answer to your complaint.
 - c. Use the plan's appeal process and be told how to use it.

- d. Ask for a fair hearing from the state Medicaid program and get information about how that process works.
6. You have the right to timely access to care that does not have any communication or physical access barriers. That includes the right to:
- a. Have telephone access to a medical professional 24 hours a day, 7 days a week to get any emergency or urgent care you need.
 - b. Get medical care in a timely manner.
 - c. Be able to get in and out of a health care provider's office. This includes barrier free access for people with disabilities or other conditions that limit mobility, in accordance with the Americans with Disabilities Act.
 - d. Have interpreters, if needed, during appointments with your providers and when talking to your health plan. Interpreters include people who can speak in your native language, help someone with a disability, or help you understand the information.
 - e. Be given information you can understand about your health plan rules, including the health care services you can get and how to get them.
7. You have the right to not be restrained or secluded when it is for someone else's convenience, or is meant to force you to do something you do not want to do, or is to punish you.
8. You have a right to know that doctors, hospitals, and others who care for you can advise you about your health status, medical care, and treatment. Your health plan cannot prevent them from giving you this information, even if the care or treatment is not a covered service.
9. You have a right to know that you are not responsible for paying for covered services. Doctors, hospitals, and others cannot require you to pay copayments or any other amounts for covered services.

8.1.2 MEMBER RESPONSIBILITIES:

1. You must learn and understand each right you have under the Medicaid program. That includes the responsibility to:
 - a. Learn and understand your rights under the Medicaid program.
 - b. Ask questions if you do not understand your rights.
 - c. Learn what choices of health plans are available in your area.
2. You must abide by the health plan's and Medicaid's policies and procedures. That includes the responsibility to:
 - a. Learn and follow your health plan's rules and Medicaid rules.
 - b. Choose your health plan and a primary care provider quickly.
 - c. Make any changes in your health plan and primary care provider in the ways established by Medicaid and by the health plan.
 - d. Keep your scheduled appointments.
 - e. Cancel appointments in advance when you cannot keep them.
 - f. Always contact your primary care provider first for your non-emergency medical needs.
 - g. Be sure you have approval from your primary care provider before going to a specialist.
 - h. Understand when you should and should not go to the emergency room.
3. You must share information about your health with your primary care provider and learn about service and treatment options. That includes the responsibility to:
 - a. Tell your primary care provider about your health.
 - b. Talk to your providers about your health care needs and ask questions about the different ways your health care problems can be treated.
 - c. Help your providers get your medical records.
4. You must be involved in decisions relating to service and treatment options, make personal choices, and take action to maintain your health. That includes the responsibility to:
 - a. Work as a team with your provider in deciding what health care is best for you.
 - b. Understand how the things you do can affect your health.
 - c. Do the best you can to stay healthy.
 - d. Treat providers and staff with respect.
 - e. Talk to your provider about all of your medications.

8.2 MEMBER'S RIGHT TO DESIGNATE AN OB/GYN:

Option 1: MCO **DOES NOT LIMIT** TO NETWORK

(Name of MCO) allows the Member to pick any OB/GYN, whether that doctor is in the same network as the Member's Primary Care Provider or not.

ATTENTION FEMALE MEMBERS

Members have the right to pick an OB/GYN without a referral from their Primary Care Provider. An OB/GYN can give the Member:

- One well-woman checkup each year
- Care related to pregnancy
- Care for any female medical condition
- A referral to a specialist doctor within the network

Option 2: MCO **LIMITS** TO NETWORK

(Name of MCO) allows the Member to pick an OB/GYN but this doctor must be in the same network as the Member's Primary Care Provider.

ATTENTION FEMALE MEMBERS

Members have the right to pick an OB/GYN without a referral from their Primary Care Provider. An OB/GYN can give the Member:

- One well-woman checkup each year
- Care related to pregnancy
- Care for any female medical condition
- A referral to a specialist doctor within the network

8.3 FRAUD INFORMATION

8.3.1 REPORTING WASTE, ABUSE, OR FRAUD BY A PROVIDER OR CLIENT

Do you want to report Waste, Abuse, or Fraud?

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care providers, or a person getting benefits is doing something wrong. Doing something wrong could be waste, abuse, or fraud, which is against the law. For example, tell us if you think someone is:

- Getting paid for services that weren't given or necessary.
- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use their Medicaid or CHIP ID.
- Using someone else's Medicaid or CHIP ID.
- Not telling the truth about the amount of money or resources he or she has to get benefits.

To report waste, abuse or fraud, choose one of the following:

- Call the OIG Hotline at **1-800-436-6184**;
- Visit <https://oig.hhsc.state.tx.us/> Under the box labeled "I WANT TO" click "Report Waste, Abuse, and Fraud" to complete the online form; or
- You can report directly to your health plan:

RightCare from Scott & White Health Plan

Attn: Compliance Officer

1206 West Campus Drive

Temple, TX 76502

Phone Number: **1-888-484-6977**

TTY **1-866-220-2831**

To report waste, abuse or fraud, gather as much information as possible.

- When reporting about a provider (a doctor, dentist, counselor, etc.) include:
 - Name, address, and phone number of provider
 - Name and address of the facility (hospital, nursing home, home health agency, etc.)
 - Medicaid number of the provider and facility, if you have it
 - Type of provider (doctor, dentist, therapist, pharmacist, etc.)
 - Names and phone numbers of other witnesses who can help in the investigation
 - Dates of events
 - Summary of what happened

- When reporting about someone who gets benefits, include:
 - The person's name
 - The person's date of birth, Social Security number, or case number if you have it
 - The city where the person lives
 - Specific details about the waste, abuse, or fraud

9.1 CLAIMS

9.1 Claim Requirements

RightCare requires that all claim submissions be considered clean. 5010 compliancy is required, which mandates that the billing address be a physical address and not a P.O. Box. Effective 12/1/2013, claims that contain a P.O. Box address in the billing address field will be returned to providers. Additionally, paper claim require original claim forms, without stickers, stamps, or labels. RightCare does not accept handwritten claims.

9.2 Electronic Claim Filing

Providers can file claims electronically through Emdeon, RightCare's clearinghouse. The claims must be submitted using Emdeon's payer ID# **74205**. Please note that the use of RightCare's claim portal, provided free of charge from Emdeon, is for RightCare claims only.

RightCare CMS 1500s can be submitted in the standard NSF 2.0 format and the UB-04s (previously known as UB-92) can be submitted in the standard ANSI format. Emdeon can also accept electronic claims in the MCDS and HCDS formats. Please contact Emdeon customer service for more information at **1-800-735-8254**.

9.3 Paper Claims

Providers can mail paper claims to RightCare at the following address:

RightCare from Scott& White Health Plan
c/o Valence Health
PO Box 3757
Corpus Christi, Texas 78463

Note: Any complaints or appeals received at the wrong address will be returned to the sender.

Any changes to the claims submission mailing address will be provided within 30 days of the effective date of the change. If it is not possible to give thirty (30) days notice prior to a change in claims processing entities, the filing deadline will be extended by thirty (30) days.

9.4 Filing Limits

Except as specifically indicated in the Medicaid benefit descriptions, a provider may not bill or require payment, such as a co-pay, from members for Medicaid covered services. Providers may not bill, or take recourse against members for denied or reduced claims for services that are within the amount, duration, and scope of benefits of the STAR Program in the MRSA.

All claims must be submitted within ninety-five (95) days from the date the covered service was rendered. If the claim is not filed with RightCare within ninety-five (95) days from the date the covered service was rendered, the right to payment will be waived by the participating provider. Payment will not be waived if the participating provider establishes, to the reasonable satisfaction of RightCare, that there was justification for a delay in billing or that delay was caused by circumstances beyond the participating provider's control.

Participating providers shall be paid by RightCare, no later than thirty (30) working days after receipt of a completed "clean" claim for covered services. A clean claim is one that is accurate, complete (i.e., includes all information necessary to determine RightCare liability), not a claim on appeal, and not contested (i.e., not reasonably believed to be fraudulent and not subject to a necessary release, consent or assignment). RightCare will explain to participating providers within thirty (30) days of RightCare receipt of claims if claims received by RightCare, are not clean claims. RightCare must pay providers interest on a clean claim which is not adjudicated within thirty (30) days from the date the claim is received by RightCare at a rate of 1.5% per month (18% annual) for each month the clean claim remains un-adjudicated. Should you have a question about claim issues, please contact RightCare at **1-855-897-4448**.

All Out-of-Network claims must be submitted within 95 days of the date of service.

9.5 Inpatient Admission Prior To Enrollment

For members hospitalized on the date of enrollment, RightCare is responsible for payment of physician and non-hospital charges from the date of eligibility with RightCare.

9.6 Inpatient Admissions after Enrollment

For members who voluntarily dis-enroll from Right Care and are hospitalized on the date of disenrollment, RightCare is responsible for payment of hospital facility charges but not Professional fees through the remainder of the stay. In such cases, RightCare is liable for all services during the period for which the member is enrolled in RightCare.

9.7 Discharge After Voluntary Disenrollment from RightCare and Re-Enrollment into a New MCO

RightCare remains responsible for payment of hospital charges until the member is discharged. The new MCO to whom the member transfers is responsible for payment of all physician and non-hospital charges beginning on the effective date of enrollment into the MCO.

9.8 Member Acknowledgement Statement/Private Pay Form

If a RightCare member decides to go to a provider that is not within the RightCare network or chooses to get services that have not been authorized or are not a covered benefit, the member must document his/her choice by signing the Member Acknowledgement Statement. Providers may also want the member to sign the Patient Member Private Pay Form where the member accepts responsibility for any services provided by that provider. Examples of these forms are located on our website at <https://rightcare.swhp.org/providers/forms-resources>.

9.9 Claims Forms

The claim forms providers use to submit claims to RightCare must change to accommodate the National Provider Identifier (NPI) requirements

CMS-1500 Professional Claim Forms

Providers must use the revised CMS-1500 (version 02/12) claim form to file or re-file claims, regardless of which version of the CMS-1500 claim form was used for prior submissions.

The table below provides HHSC Managed Care Organization paper claim filing requirements.

Field	Definition	Description	Requirement
11 c	Insurance Plan or Program Name	Enter the benefit code, if applicable, for the billing or performing provider.	Benefit code, if applicable
17	Referring Provider or Other Source	Name of the professional who referred or ordered the service(s) or supply(s) on the claim.	NPI
17a	Other ID#	The Other ID number of the referring provider, ordering provider, or other source should be reported in 17a.	NPI or Atypical
17b	NPI	Enter the NPI of the referring provider, ordering provider, or other source.	NPI
24j	Rendering Provider ID# (Performing)	The individual rendering the service should be reported in 24j. Enter the TPI in the shaded area of the field. Enter the NPI in the un-shaded area of the field.	TPI in shaded field and NPI in un-shaded area
32	Service Facility Location Information	Enter the name, address, city, state, and ZIP code of the location where the services were rendered.	Enter facility information when applicable
32a	NPI	Enter the NPI of the service facility location.	NPI
32b	Other ID#	Enter the non-NPI ID number of the service facility. This refers to the payer-assigned unique identifier of the facility.	TPI
33	Billing Provider Info and Ph. No.	Enter the provider's or supplier's billing name, address, ZIP code, and telephone number.	The billing provider's information
33a	NPI	Enter the NPI of the billing provider.	NPI
33b	Other ID#	Enter the non-NPI ID number of the service facility. This refers to the payer-assigned unique identifier of the facility.	TPI required

UB-04 Institutional Claim Form

Providers must use the revised UB-04 CMS-1450 claim form to submit or resubmit claims, including appeals, regardless of the version used for prior submissions.

The table below provides HHSC Managed Care Organizations paper claim filing requirements.

Field	Definition	Description	Requirement
56	NPI	Enter the NPI of the billing provider.	NPI
57a	Other ID#	Enter the non-NPI ID number of the billing provider.	TPI (optional)
73	Benefit Code	Enter the benefit code, if applicable, for the billing provider.	Benefit code, if applicable (optional)
76	Attending Provider	Attending provider name and identifiers (including NPI): Required when claim/encounter contains any services other than nonscheduled transportation services. The attending provider is the individual who has overall responsibility for the patient's medical care and treatment reported in this claim/encounter.	NPI required TPI in field to the right of Qualifier box, if applicable
77	Operating Provider	Operating provider name and identifiers (including NPI): Required when a surgical procedure code is listed on the claim. The name and ID number of the individual with the primary responsibility for performing the surgical procedure(s).	NPI required TPI in field to the right of Qualifier box, if applicable
78-79	Other (a or b) Provider	Other provider name and identifiers (including NPI): The name and ID number of the individual corresponding to the action of the claim: Referring Provider – The provider who sends the patient to another provider for services. Required on an outpatient claim when the referring provider is different than the attending physician. Other Operating Physician – An individual performing a secondary surgical procedure or assisting the operating physician. Required when another operating physician is involved. Rendering Provider – The health care professional who performs, delivers, or completes a particular medical service or non-surgical procedure.	NPI required TPI in field to the right of Qualifier box, if applicable

9.10 Claims Appeals

A claim appeal is a request for reconsideration of payment for a previously adjudicated claim. Providers who are filing an appeal of a claim decision will need to submit a copy of the Explanation of Benefits (EOB) page showing the claim in question, a claim form, and other supporting documentation including the reason for the appeal. Providers should submit one copy of the EOB for each claim to be appealed and circle which claim is being appealed. The reason for the appeal or reconsideration request may be written on the EOB or described in a separate document. All information should be printed on a single side of the copy. If the original claim was denied for incorrect information, a new CMS 1500 or UB-04 with the corrected information should be submitted as a corrected claim and follow the process indicated below. Appeals must be written, and submitted within 120 days from the date of disposition, which is the date on the Remittance Advice. All appeal requests will receive an acknowledgement letter within 10 days of receipt of the appeal. RightCare will adjudicate all appeals within 30 days of receipt of the appeal. Submit all correspondence to:

RightCare from Scott & White Health Plan

Attn: Claims Appeals

MS-A4-144

1206 West Campus Drive

Temple, Texas 76502

Note: Any complaints or appeals received at the wrong address will be returned to the sender.

9.11 Corrected Claims

If the original claim was denied for incorrect information, providers can submit a corrected claim. Electronic corrected claims should reflect a resubmission code of 7, and must reference the original claim number. Failure to do so may result in a denial for duplicate claim/service. Paper corrected claims should have corrected printed in either the header or the footer of the claim (outside of the red margins of the claim) and must also reference the original claim number. Submission timeframes for corrected claims are within 120 days of the date of disposition. Paper corrected claims should be sent to the original claim submission address:

RightCare from Scott & White Health Plan

c/o Valence Health

PO Box 3757

Corpus Christi, Texas 78463

9.12 Capitated Services

For providers that are contracted under a capitation arrangement, please call **1-855-TX-RIGHT (1-855-897-4448)** for information or questions regarding what services are included in the monthly capitation. All providers must submit encounter claims for data reporting even if under capitation.

9.13 Emergency Services

Payment for emergency services is made based on the “Prudent Layperson” standard. Utilization of the emergency department for routine follow-up services such as suture removal, dressing change or well-person checkups is not appropriate. Claims for routine services provided in the emergency room will be denied.

9.14 National Drug Code (NDC) Requirements

Effective 10/1/2013, all RightCare providers that submit professional or outpatient claims with physician-administered prescription drug procedure codes are required to use the associated National Drug Code (NDC). The NDC is an 11-digit number on the package or container from which the medication is administered.

Drug claims submitted with procedure codes in the “A” code series do not require an NDC. The NDC is only required on outpatient hospital claims and physician claims. N4 can be entered before the NDC on claims.

The 11-digit National Drug Code (NDC) must be submitted on the claim with the appropriate procedure code. The NDC submitted to Texas Medicaid must be the NDC on the package or container from which the medication was administered.

Claims submitted without a valid NDC number will be denied.

For more information regarding HCPCS Procedure codes that require NDCs and billing information and requirements, refer to the *Texas Medicaid Provider Procedures Manual (TMPPM)*.

9.15 Hospital Transfers

Discharge from one hospital and readmission or admission to another hospital within 24 hours for continued treatment shall not be considered a discharge but rather a hospital transfer.

9.2 REFERRALS

The RightCare member's Primary Care Provider is responsible for and will coordinate referrals of the member to other providers, in- and out-of-network. Referrals must come from the member's Primary Care Provider, as a function of the medical home. Specialists may not refer to other specialists.

The Primary Care Provider and specialists are expected to communicate frequently regarding the health care provided to each member.

Please refer to the Prior Authorization List for a description of referrals that require authorization.

9.2.1 In-Network Referrals

Authorization from RightCare for in-network referrals are not required for most specialty referrals. Exceptions include some services and specialists listed on the Prior Authorization List including, but not limited to, dermatology, plastic surgery, podiatry, and any primary care provider other than the Primary Care Provider of record (or a provider listed with RightCare as a covering provider for the Primary Care Provider).

The steps for an in-network referral are listed below:

- Primary Care Provider determines medical necessity for referral for specialty services.
- Primary Care Provider sends Referral Form to specialist with all pertinent information, including test results, etc., if available.
- Specialist provides follow-up information to the Primary Care Provider post visit.

The in-network referral is valid for 180 days for a maximum of six visits unless otherwise authorized by the Primary Care Provider.

9.2.2 Out-of-Network Referrals

If a required service is not available within the RightCare network, the member's Primary Care Provider may make an out-of-network referral. The Primary Care Provider must complete a Texas Referral/Authorization Form, documenting the need to utilize an out-of-network provider, and obtain prior authorization from RightCare Medical Management.

The steps for an out-of-network referral are as follows:

- The member's Primary Care Provider must complete the Texas Referral/Authorization Form, and specify the services required of the out-of-network provider including the rationale for requesting out-of-network services.
- The Primary Care Provider must fax the referral form, including all pertinent clinical information to **1-512-383-8703**, or call RightCare Medical Management at **(855)-691-SWHP (7947)** to submit a request for prior authorization.
- An authorization number will be assigned by RightCare Medical Management if approved. If the determination results in a denial, the provider will receive written notification that includes instructions on how to submit an appeal.

The authorization number must be written on the Texas Referral/Authorization Form before it is faxed to the specialist.

The out-of-network referral is valid for 180 days, for a maximum of six visits unless otherwise authorized by the Primary Care Provider. A new referral request must be completed if the referral is over 180 days old or more than six visits are required, unless additional visits have been authorized by the Primary Care Provider.

9.2.3 Referrals to Ancillary Services

All providers may refer members for routine laboratory and radiology services to a RightCare participating provider using the Texas Referral/Authorization Form. However, some procedures require prior authorization. Please see the “Prior Authorization” section for a comprehensive listing of these procedures. RightCare providers are **required** to send routine lab and radiology requests to one of the RightCare lab/radiology providers listed in the RightCare Provider Directory (full directory available at www.RightCare.SWHP.org). If a required radiological service is not available within the RightCare network, the member’s Primary Care Provider must complete a request for prior authorization using the Texas Referral/Authorization Form and follow the standard out-of-network referral procedures outlined above.

9.3 PRIOR AUTHORIZATION

RightCare does not require in-network Primary Care Providers to submit most referrals to in-network specialists to the health plan for approval. Our commitment to promoting the “medical home” includes the expectation that the Primary Care Provider will direct patient care, such as referring members to specialists, as needed.

RightCare does require prior authorization for referrals to certain specialty types, primarily those for which there are limited benefits and for selected procedures.

Notification: When a service requires notification, the requesting/performing provider must contact RightCare Medical Management within one business day of the requested services being provided. Failure to timely notify RightCare Medical Management may result in denial of days.

Prior Authorization: When a service requires prior authorization, the requesting/performing provider must contact RightCare Medical Management at least 3 business days before the requested services are provided. Failure to timely request prior authorization may result in denial of days.

Retro-authorization: If a service requiring prior authorization is provided without obtaining prior authorization, the provider will need to appeal in order to obtain authorization. RightCare Medical Management does not process requests for retro-authorization.

9.3.1 Submission Process

- Participating Provider submits request for services on the Prior Authorization list.
- Primary Care Providers may request a Prior Authorization via:
 - Fax using Texas Referral /Authorization Form to **1-512-383-8703**
 - Calling RightCare Medical Management at **(855) 691-SWHP**, Option 1
 - Provider Portal for Medical only
<https://rightcare.valencehealth.com/Login.aspx?ReturnUrl=%2fdefault.aspx>
- RightCare Medical Management receives information and reviews eligibility, benefits and medical necessity and returns authorization determination to the requesting provider. RightCare Medical Management processes prior authorization requests within 3 business days after receipt of a completed request.
- RightCare Medical Management processes inpatient hospitalization requests and requests for continued stay in the hospital (concurrent review) within one business day after receipt of a completed request.
- Rendering provider sends findings and recommendations to the Primary Care Provider after the visit.

9.3.2 Authorization for Newborn Deliveries

- Prior authorization is not required for normal routine deliveries when mom and baby discharge within the routine timeframes (48 hours for vaginal delivery or 96 hours for caesarian section). If the mom or baby does not discharge within the routine timeframes, the provider must notify the health plan and submit clinical records for review. All other admissions including antepartum or NICU admit require prior authorization.
- Hospitals must notify RightCare Medical Management of the delivery within one business day of the delivery. Delivery notification may be submitted via:
 - Fax using Texas Referral /Authorization Form to **(512) 383-8703**
 - Calling RightCare Medical Management at **(855)691-SWHP**, Option 1

9.3.3 Requests for Therapy

- Initial therapy requests for members under age 21 should be submitted using the TP-1 Form located on our website at <https://rightcare.swhp.org/providers/forms-resources>, and must include the results of the most recent evaluation. Requests for therapy beyond the initial authorization period should be submitted using the TP-2 Form located on our website at <https://rightcare.swhp.org/providers/forms-resources>.

9.3.4 Requests for Durable Medical Equipment

- Durable Medical Equipment requests should be submitted on the Texas Referral/Authorization Form and the Title XIX Form located on our website at <https://rightcare.swhp.org/providers/forms-resources>. RightCare Medical Management will accept unsigned Texas Referral/Authorization Forms and Title XIX Forms only if a signed prescription is submitted along with the completed forms.

9.3.5 Request for Behavior Health

- See the Behavior Health Prior Authorization List for services requiring an authorization.

What this means to you

Primary Care Providers will:

- Coordinate patient care by directing/referring patients to in-network specialists using a mutually agreeable format and including all appropriate clinical information.
- Continue to submit prior authorization requests to RightCare if directing patients to non-participating providers. Out-of-network referrals require prior authorization in order to be covered. Failure to obtain prior authorization will result in payment denials.

Specialists will:

- Continue to provide care to RightCare members, as directed/referred by the Primary Care Provider.
- Not need to verify referral authorization for RightCare members except for specialty care, as outlined in the Prior Authorization List.
- Adhere to current prior authorization and claim guidelines, including services that may be performed in office.
- Provide information to the Primary Care Provider following the consultation to ensure continuity and coordination of care.



Prior Authorization List

Medical Services Prior Authorization
Contact RightCare Medical Management
1-855-691-SWHP (1-855-691-7947) or FAX (512) 383-8703

The Following Services Require Notification

- ❖ Tobacco Cessation Programs
- ❖ All inpatient admissions, including mental health and chemical dependency

The Following Services Require Prior Authorization

- ❖ Mental Health psychological and neuropsychological testing
- ❖ 48 Hour Observations
- ❖ NICU transfers from hospital to hospital
- ❖ Use of an ambulance for non-emergent medical transportation, including hospital-to-hospital transfers
- ❖ Assistant Surgeons for outpatient, ambulatory surgery, including cesarean sections
- ❖ Non-ER Outpatient Ambulatory Surgical Procedures
- ❖ Outpatient (physical, speech and occupational) – not applicable to ECI services. No authorization required for initial evaluation (up to one (1) per six (6) months) for members under 21 years of age. Based on medical necessity, additional therapy visits will be authorized in up to three (3) month increments.
- ❖ Home health services (including home IV therapy, home PT, speech, OT, PDN or SNV)
- ❖ Telemedicine/Telehealth/Telemonitoring (beyond 30 visits)
- ❖ Radiology procedures which require admissions for observations
- ❖ OB Ultrasound (4th or more)
- ❖ Injectable drugs over \$300
- ❖ Sleep Studies / Sleep Labs / Pneumograms
- ❖ DME and medical supplies >\$300, and all DME rentals, and wheeled mobility providers with Taxonomy Code 332BC3200X
- ❖ Prosthetics
- ❖ Orthotics
- ❖ Transplants
- ❖ Allergy testing for children <5 years of age
- ❖ Alternative medicine forms of treatment
- ❖ TMJ Treatments and oral surgery procedure codes (including dental anesthesia)
- ❖ Chiropractic Services
- ❖ PET Scans, cardiac nuclear imaging studies, and MRAs, and Non-ER MRIs and CT Scans
- ❖ Referral to a dermatologist or plastic surgeon (office visits excluded)

****All out of network physician, hospital and ancillary services request require prior authorization****

Specialist to Specialist referrals are not allowed. Members must be referred back to PCP first.



Prior Authorization List

Behavior Health Prior Authorization

Contact RightCare Behavioral Management at:

1-855-395-9652

Fax 1-844-436-8779

www.rightcare.swhp.org

The Following Services Require Notification

- ❖ Mental Health Rehabilitation Services
- ❖ Targeted Case Management Services

The Following Services Require Prior Authorization

- ❖ Mental Health psychological and neuropsychological testing
- ❖ Inpatient rehabilitation for members under 21 years of age
- ❖ 48 Hour Observations
- ❖ CSU (Crisis Stabilization Unit) (after 18 hours)
- ❖ Individual/Family/Group Therapy (beyond 30 visits)
- ❖ Outpatient PHP Mental Health – Adult, Child, and Adolescent
- ❖ Telemedicine/Telehealth/Telemonitoring (beyond 30 visits)
- ❖ Outpatient PHP Substance Abuse – Adult, Child, and Adolescent
- ❖ ECT (Electroconvulsive Therapy)
- ❖ Outpatient IOP Mental Health – Adult, Child, and Adolescent
- ❖ Inpatient Mental Health – Adult, Child & Adolescent, Geriatric, and Eating Disorder
- ❖ Substance Abuse Services: Ambulatory (outpatient) treatment services; Medication Assisted Therapy (MAT); Detoxification Residential treatment (beyond 30 visits)

*****All out of network physician, hospital and ancillary service requests require prior authorization*****

9.3.8 Review Process

The information provided and the recommendation of the patient's physician or provider will be used to make precertification determinations. Services will be approved as proposed or referred to a Medical Management Medical Director in the event there are questions about the clinical aspects for the recommended services, including appropriateness of level of care or medical necessity.

Medical Management makes decisions based on the appropriateness of care and service. Requests for coverage are reviewed to determine if the service requested is a covered benefit and is delivered in accordance with established guidelines. If a request for coverage is denied, the member (or a physician acting on behalf of the member) may appeal this decision through the complaint and appeal process.

Medical Management has adopted screening criteria and established review procedures which are periodically evaluated and updated with appropriate involvement from physicians, including practicing physicians and other health care providers. Utilization review decisions are made in accordance with currently accepted medical or health care practices, taking into account the special circumstances of each case. InterQual®, the screening criteria, are nationally recognized objective, clinically valid, compatible with established principles of health care, and flexible enough to allow deviations from the norms when justified on a case-by-case basis. In addition, the Medical Management staff utilizes the *Texas Medicaid Provider Procedures Manual* (TMPPM) and the Texas Medicaid Bulletins as supplemental guidelines in determining the safety, effectiveness and medical necessity of selected medical technologies. Screening criteria is used to determine only whether to approve the requested service. Flexibility may be utilized when applying screening criteria in determining utilization review decisions for members with special health care needs. This may involve members who have a disability, acute condition or a life-threatening illness.

Cases that cannot be approved by a nurse reviewer are referred to a Medical Director to determine medical necessity. In any instance where a service authorization request is questioned, the health care provider who ordered the services may be asked to discuss the plan of treatment for the member with the Medical Director, prior to the issuance of a determination.

Prior authorization is not required for emergency services and RightCare does not determine what constitutes an emergency medical condition solely on the basis of diagnosis or symptom lists. The attending emergency physician or the provider actually treating the member is responsible for determining when the member is stable. However, admissions for observation or inpatient services for post-stabilization care are subject to prior authorization and notification requirements. Medical Management must be notified within one business day of the admission to a participating facility. Non-participating facilities must contact RightCare Medical Management for prior authorization prior to admitting a RightCare member. RightCare Medical Management has a nurse and physician available 24 hours a day, 7-days a week. In the event the admission must occur after normal business hours, providers may contact RightCare Medical Management at **1-855-691-SWHP (1-855-691-7947)** and select option 3.

Post-stabilization care provided to maintain, improve or resolve the member's stabilized condition is covered for the period of time it takes RightCare to make a determination, including times RightCare cannot be contacted, does not respond to a request for approval, or a Medical Director is not available for consultation when medical necessity is questioned by the Medical Management staff.

9.3.9 Transplants

Members who require organ/tissue transplants that include bone marrow, peripheral stem cell, heart, lung, liver, kidney and combined heart/lung may receive case management services to facilitate continuity and coordination of care among the providers who care for the member. Transplants must be performed in an institution that is a Texas Medicaid provider. Prior authorization for transplant services is required and exceptions to any provisions defined in the *Texas Medicaid Provider Procedures Manual* (TMPPM) must be approved by the Medical Director. To request Case Management services for a member who is a potential transplant recipient, call RightCare Medical Management at **1-855-691-SWHP (7947)**, Option 2.

9.4 HOSPITAL ADMISSIONS

9.4.1 Physician Obligations for Hospital Admissions

The following steps should be followed when admitting a patient to the hospital:

Emergency Care:

- The patient is admitted.
- The patient receives care.
- The provider verifies eligibility.
- The admitting provider must notify RightCare's Medical Management by faxing a Texas Referral/Authorization form to **(512) 383-8703** within one (1) business day.
- The prior authorization form is reviewed by a Medical Management nurse and an admission is entered into the system as appropriate.
- The Medical Management nurse performs a concurrent review based on the information supplied by the provider.
- If the patient meets criteria, the nurse will approve the stay for a specified period. For continued stay, providers must provide additional clinical information to RightCare Medical Management within 1 business day of expected discharge date.
- If the patient does not meet criteria, the admitting provider will be notified that the admission is in question and will be referred to the Medical Director for review and disposition.

Elective Admissions:

- A member presents for care and requires hospitalization (e.g., surgical procedure).
- The admitting physician completes the Texas Referral/ Authorization form and faxes it to RightCare's Medical Management at **(512) 383-8703** for approval. For elective admissions, the prior authorization form must be received within 2 business days of the scheduled admission.
- The prior authorization form is reviewed by a Medical Management nurse and either approved or forwarded to the Medical Director for review. If the prior authorization is denied, a reason will be provided to the requesting provider.
- The Medical Management staff enters the prior authorization into the system and sends the authorization number to the provider to include on the claim when submitted for reimbursement. If the determination results in a denial, the provider will receive written notification which includes instructions on how to submit an appeal.
- The provider retains a copy of the authorization and provides a copy to the Primary Care Provider (if admitting provider is not the Primary Care Provider). The admitting provider must communicate his/her plan of treatment with the member's Primary Care Provider (Coordination of Care).

9.4.2 Facility Obligations for Admission

The following outlines the facility obligations when inpatient services are needed:

Emergency Admissions:

- A member presents for care and requires hospitalization.
- The facility staff verifies eligibility and notifies the member's Primary Care Provider.
- The patient is admitted.
- The facility staff cooperates with RightCare's Medical Management staff as they perform concurrent reviews.
- The facility staff will work with RightCare's Medical Management staff in preparation for discharge planning and/or referral to outpatient/ancillary services including home health and DME.
- The facility staff will notify the Primary Care Provider of all services performed while at the facility (Coordination of Care).

Elective Admissions:

- A member presents for care and requires hospitalization (e.g., surgical procedure).
- The admitting physician completes the Texas Referral/Authorization form and faxes it to RightCare's Medical Management at **(512) 383-8703** for approval. For elective admissions, the prior authorization form must be received within 2 days of the scheduled admission.
- The approved referral form must be presented at time of admission along with the RightCare's identification card and *Your Texas Benefits* Medicaid ID card.
- The facility must verify eligibility and admit the patient.
- The facility staff must work with RightCare's Medical Management staff in preparation for discharge planning and/or referral to outpatient/ancillary services including home health and DME.
- The facility staff must notify the Primary Care Provider of all services performed while at the facility.

9.4.3 Admission to Out-Of-Network Facilities

If a RightCare member is admitted to a non-participating facility, such an admission must first be approved by the member's Primary Care Provider and authorized by RightCare -- except in the case of an emergency. If a RightCare member has been admitted to a non-participating facility on an emergency basis, the member must be transferred to a RightCare participating facility as soon as it is medically safe to do so. The member's Primary Care Provider and/or RightCare Medical Management staff will assist with coordinating the transfer to an in-network facility by helping locate the nearest in-network facility and coordinating with the member's Primary Care Provider as necessary. Hospital-to-hospital transfers require physician-to-physician contact.

9.4.4 Concurrent Review

Concurrent Reviews are performed to ensure that the care provided in the acute level setting is medically necessary, assure that goals for length of stay (LOS) are appropriate, identify potential quality of care issues, implement discharge planning, and capture data for claims payment. Concurrent reviews will be performed on all hospitalized patients and initiated within one (1) business day of admission. On-site review will be performed if necessary and will be done in accordance with all hospital policies. Reviewers will identify themselves appropriately and follow hospital guidelines for review of patient records, etc.

The following represent the procedures surrounding the review process:

- The Medical Management nurse will identify his/herself by name, title and the name of the plan.
- The Medical Management nurse will review the member's initial admission clinical and will provide a recommended length of stay depending on the medical status and/or severity of illness.
- Medical necessity and LOS will be reviewed against criteria and appropriate LOS guidelines.
- If medical necessity has been established, the targeted discharge date will be noted and the provider must submit additional clinical information within one business day of the last day approved.
- If upon review by the Medical Management nurse, the medical necessity for extending the LOS has not been established, the case is referred to the Medical Director or his/her designee. He/she may approve the extension based on the information provided. The Medical Director or his/her designee may also choose to discuss the case with the attending physician or a consulting physician. Ultimately, the decision for extending the LOS should occur the same day. In case of a denied authorization, the provider has a right to a standard or expedited appeal.

10.1 MEMBER ENROLLMENT AND DISENROLLMENT FROM MCO

10.1 Newborn Enrollment

Newborns that are born to current RightCare members are automatically covered by RightCare for the first 90 days of life. However, it is the responsibility of the member to add the newborn to the STAR program to continue benefits. RightCare will allow providers to submit claims for the newborn. In order to expedite the payment of claims and systematically track the newborn, providers may submit claims for payment for newborns by using the mother's RightCare ID number and adding an "A" at the end. For multiple births you must use the mother's RightCare ID number along with a successive letter at the end (Such as "A" for the first infant, "B" for the next, etc.). Once the newborn is enrolled with the STAR program in the MRSA, the temporary ID number will be updated with the HHSC assigned Medicaid ID. Once this takes place providers may bill using the newborn's newly issued RightCare Medicaid ID number.

10.2 Automatic Re-Enrollment

Members who are dis-enrolled because they are temporarily ineligible for Medicaid will be automatically re-enrolled into their previously selected plan. Temporary loss of eligibility is defined as a loss of eligibility for a period of six months or less. RightCare will inform the members of their rights and responsibilities and the automatic re-enrollment process. This information is given to the member in the member handbook..

10.3 Member Disenrollment

A member may request disenrollment from managed care by providing medical documentation from their Primary Care Provider or documentation that indicates sufficiently compelling circumstances that merit disenrollment.

To dis-enroll, the member may contact:

RightCare from Scott & White Health Plan at
Attn: Member Affairs
MS-A4-144
1206 West Campus Drive
Temple, Texas 76502

Or call **1-855-TX-RIGHT (1-855-897-4448)**

RightCare has a limited right to request a member be disenrolled from the plan without the member's consent. Providers can request RightCare assistance in member disenrollment by following the process above. HHSC must approve any MCO request for disenrollment of a Member for cause.

HHSC may permit disenrollment of a Member under the following circumstances:

- Member misuses or loans their RightCare membership card to another person to obtain services.
- Member is disruptive, unruly, threatening or uncooperative to the extent the member's membership seriously impairs RightCare's or provider's ability to provide services to member or obtain new members, and member's behavior is not caused by a physical or behavioral health condition.
- Member steadfastly refuses to comply with managed care restrictions (e.g./ repeatedly using emergency room in combination with refusing to allow RightCare to treat the underlying medical condition).
- RightCare will take reasonable measures to correct a member's behavior prior to requesting disenrollment. Reasonable measures may include providing education and counseling regarding the offensive acts or behaviors.
- Additionally, a provider cannot take retaliatory action against a member who is dis-enrolled from RightCare.

11. SPECIAL ACCESS REQUIREMENTS

General transportation and ambulance/wheelchair van (for MCOs serving MMC Members)

Members with Special Health Care Needs are those members who have, or are at risk for, a chronic or complex physical, mental, emotional, behavioral or developmental disorder and who also require health and related services of a type or amount beyond that required by the general population. These conditions are expected to last at least 12 months or longer and require ongoing treatment and or monitoring. RightCare provides the following services for Members with Special Health Care Needs.

11.1 General Transportation

Non-emergency transportation services are available to eligible Medicaid clients who have no other means of transportation through the Medical Transportation Program (MTP). MTP will arrange the most cost effective mode of transportation to and from a medically necessary health care facility that can meet the client's medical needs, including dental services for clients younger than 21 years of age. RightCare members or their advocates may call the statewide MTP toll free number at **1-877-633-8747** to request transportation services. Please refer to the MTP section of this provider manual for additional information.

11.2 Ambulance Transportation

Medicaid reimburses for emergency and non-emergency transportation for those clients that meet the severely disabled criteria. Severely disabled means that "the clients' physical condition limits mobility and requires the client to be bed-confined at all times or unable to sit unassisted at all times, or requires continuous life support systems (including oxygen or IV infusion) or monitoring of unusual physical or chemical restraint." All non-emergency transports require prior authorization. Emergency transports do not require prior authorization. For more information regarding ambulance services and/or limitations, please refer to the *Texas Medicaid Provider Procedures Manual* (TMPPM).

11.3 Interpreter/Translation Services

RightCare provides language interpretation services to translate multiple languages. This is done through the Language Line which may be accessed by calling **1-866-220-2831**. Our Member Services staff will then contact the Language Line as a third party conversation. For persons who are deaf or hard of hearing, please call TTY line at **1-866-220-2891** and ask them to call the RightCare Member Services Line at **1-855-897-4448**.

RightCare also maintains a current list of interpreters who remain available to provide interpreter services for providers. RightCare will arrange, with 72-hour notice, to have someone that speaks the patient's language meet the patient at the provider's office when they come for their appointment. For members in need of a sign language interpreter, RightCare will provide an approved interpreter from the American Sign Language Association.

Trained interpreters must be used when technical, medical, or treatment information is to be discussed. Family members, especially children, should not be used as interpreters in assessments, therapy and other situations where impartiality or confidentiality is critical unless specifically requested by the member.

As soon as the patient knows they will need a language interpreter to meet them at the doctor's office, the patient should contact RightCare Member Services at **1-855-897-4448**. Language/Interpreter Services should be arranged at least 72 hours in advance of the scheduled appointment.

When billing sign language interpreting services, use procedure code 1-T1013. Modifier U1 should be used for the first hour of service, and modifier UA should be used for each additional 15 minutes of service. Procedure code 1-T1013 billed with modifier U1 is limited to once per day, per provider, and procedure code 1-T1013 billed with modifier UA is limited to a quantity of 28 per day.

11.4 MCO/Provider Coordination

RightCare will comply with the HHSC standards regarding care for persons with disabilities or chronic and complex conditions.

RightCare will provide information, education and training programs to members, families, Primary Care Providers, specialty physicians, and community agencies about the care and treatment available within RightCare for members with disabilities or chronic or complex conditions. Specialists may function as a primary care provider for treatment of members with chronic/complex conditions when approved by RightCare.

Federal and state laws prohibit unlawful discrimination in the treatment of patients on the basis of ethnicity, sex, age, religion, color, mental or physical disability, national origin, marital status, sexual orientation, or health status (including, but not limited to, chronic communicable diseases such as AIDS or HIV-positive status).

All participating physicians and health care professionals may also have an obligation under the Federal Americans with Disabilities Act to provide physical access to their offices and reasonable accommodations for patients and employees with disabilities.

For each person with disabilities or chronic or complex conditions, the Primary Care Provider is required to develop a plan of care that meets the special preventive, primary acute care and specialty care needs of the member.

The plan must be based on:

- Health needs
- Specialist recommendations
- Periodic reassessment of the member's functional status and service delivery needs.

The Primary Care Provider must maintain an initial plan of care in the medical records of persons with disabilities or chronic or complex conditions and that plan must be updated as often as the member's needs change, but at least annually.

RightCare will ensure that members with Special Health Care Needs have direct access to primary care providers and specialists skilled in treating persons with disabilities or chronic or complex conditions. Case Management services are available to assist members with special health care needs, their families, and health care providers to facilitate access to care, continuity and coordination of services.

11.5 Reading/Grade Level Consideration

Adhering to the policies and procedures set by HHSC, any literature that is published for informational use by RightCare members' needs to be written in a 4th to 6th grade reading level. This will help to enhance the communication between the Medicaid population, providers, and RightCare.

11.6 Cultural Sensitivity

It is critical that RightCare providers develop a culturally competent system of care – one that acknowledges and incorporates at all levels the importance of culture and the adaptation of services to meet culturally-unique needs.

RightCare members vary in language and culture (e.g., customs, religion, backgrounds, etc.). Our goal is to effectively serve members of all cultures, races, ethnic backgrounds, and religions in a manner that recognizes values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each. We must operate at a level in which cultural knowledge is high and policies and practices are in place that produces positive results and satisfaction from the viewpoint of the culturally diverse client.