



# Texas Medicaid Program School Year 2016-17



# TEXAS HEALTH STEPS FREQUENTLY ASKED QUESTIONS

## **What is Texas Health Steps?**

Texas Health Steps (THSteps) is a preventative health care or well-child medical and dental checkups for children who receive Medicaid benefits. A THSteps medical checkup also includes the administration of all childhood immunizations. Children older than 3 years are eligible for a THSteps medical checkup annually and twice per year for dental checkups. For more information go to [www.dshs.state.tx.us/thsteps](http://www.dshs.state.tx.us/thsteps)

## **How do you locate a provider to conducts THSteps Checkups?**

Call the THSteps Call Center at 1-877-847-8377 or go to [www.tmhp.com](http://www.tmhp.com) "Looking for a Provider?"

## **Will Medicaid cover a sports physical?**

No, This is not a benefit of Medicaid. But, If a child is due for a THSteps medical checkup, the information needed for a sports physical may be obtained during a THSteps medical checkup. Parents should bring the form for the sports physical with them to their provider for completion at a regularly scheduled checkup.

## **What is *ImmuTrac* ?**

*ImmuTrac* is the Texas electronic registry for Immunizations. Medical providers enter the immunizations administered to all Texas children less than 18 years old into the centralized data base. School districts have access to this electronic registry if they apply for access. Contact 800-252-9152 or [www.dshs.state.tx.us/immunize/immutracc](http://www.dshs.state.tx.us/immunize/immutracc) for more information.

## **What if a family does not have transportation to see their doctor or dentist?**

Medicaid will pay to transport an eligible child and their parent to get to and from the doctor, dentist, hospital or drug store. Medicaid will pay for a ride on a bus or other transport vehicle or reimburse a family for their mileage for gas used. To find out More about the Medical Transportation Program Call 1-877-MED-TRIP (1-877-633-8747), Monday thru Friday 8:00a – 5:00p

## **Will Medicaid pay for glasses for children?**

Texas Medicaid provides eyeglasses and contact lenses that re medically necessary for children 20 years or younger. There are no limitations on replacements for lost or destroyed glasses.

## **How can a parent get help to find services for a child who has special health care needs?**

Case Management by licensed social workers or registered nurses is available through the **Children & Pregnant Woman Case Management Program** for Medicaid eligible persons. To locate a case manager, call 1-877-847-8377 or [www.dshs.state.tx.us/caseman/providerRegion.shtm](http://www.dshs.state.tx.us/caseman/providerRegion.shtm)

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## **What if a child has special health care needs, but is not eligible for Medicaid?**

Contact the Children with Special Health Care Needs Services Program inquiry line

1800-252-8023 or

[www.dshs.state.tx.us/cshsn/benefits.shtm](http://www.dshs.state.tx.us/cshsn/benefits.shtm)

## **Can a medical provider request a copy of a student's vision and hearing screenings from the school?**

Yes, vision and hearing screening is a mandatory portion of the THSteps medical checkup.

But, if these screenings were conducted by the school nurse, with the parent or guardian's consent, the medical provider may request a copy of these screenings for the medical record.

## **Does Medicaid pay for orthodontics?**

Orthodontic services for children 12 years or older with severe handicapping malocclusion, cleft palate or other special medically necessary circumstances are a benefit of Texas Medicaid.

## **How does one apply for Medicaid?**

Information about application for Medicaid and/or Children's Health Insurance Program (CHIP) may be found at [www.chipmedicaid.org](http://www.chipmedicaid.org) or by calling 1-877-KIDS-NOW. The same application is used to apply for both Medicaid and CHIP.

More information is available at

[www.yourtexasbenefits.com](http://www.yourtexasbenefits.com)

## **Where can I get more information about a Texas Health Steps Medical Checkup?**

Nurses may obtain a free online continuing education on various topics related to children's health at [www.txhealthsteps.com](http://www.txhealthsteps.com)

**For more information about the TEXAS HEALTH STEPS PROGRAM or Children's Medicaid, Please contact your regional Texas Health Steps Program, Specialized Health and Social Services Department or the Texas Department of State Health Services.**

### **REGION 4**

**1517 W Front Street**

**Tyler, TX 75702**

**(903) 533-5256**

## Helpful Toll-Free Numbers & Websites

<b>Finding Services</b> Help finding information and referrals to the Health and Human Services Commission (HHSC), community organizations, and volunteer opportunities.	www.211texas.org/211 2-1-1 option 1 or 1-877-541-7905	
<b>Case Management for Children and Pregnant Women</b> Help finding services for newborn children through 20 years of age with a health condition/health risk and for high-risk pregnant women of all ages.	1-877-THSTEPS or 1-877-847-8377	
<b>Changes in Family Information</b> Assistance in making address, telephone, or family changes.	www>YourTexasBenefits.com Or 2-1-1 option 2	
<b>Children's Health Insurance Program (CHIP)</b> Low-cost health insurance for children from birth through age 18.	www.chipmedicaid.org <u>Eligibility:</u> 2-1-1 option 2 1-877-541-7905 Fax: 1-877-447-2839 <u>Enrollment:</u> 1-800-964-2777 Fax: 1-855-671-6038 www>YourTexasBenefits.com	
<b>Client Billing Questions</b> Fee-for-service/regular Medicaid. STAR/STAR+PLUS Medicaid and/or Children's Medicaid Dental Services.	1-800-335-8957 Call your medical/dental plan	
<b>Family and Community Health Services</b> Information on health services for women, children, and children with special health care needs.	1-800-252-8023	
<b>HHSC Ombudsman Office</b> Helps the public when an agency's normal complaint process cannot or does not satisfactorily resolve the issue.	http://www.hhsc.state.tx.us/ombudsman/ <b>Managed Care Assistance Team:</b> 1-866-566-8989 Relay 1-800-735-2989	
<b>Medical Transportation Program</b> Help in arranging transportation to health-related activities. Medicaid offers transportation services to all Medicaid recipients. Transportation provided is to and from any Medicaid covered service (e.g., medical and dental appointments, pharmacy, etc.).	1-877-MED-TRIP or 1-877-633-8747 (M-F 8 a.m. to 5 p.m.)  https://www.hhsc.state.tx.us/QuickAnswers/index.shtml#Get_Ride	
<b>STAR/STAR+PLUS Program and/or Children's Medicaid Dental Services</b> Help enrolling into a managed care medical or dental plan and selecting a main doctor or main dentist.	1-800-964-2777 TTY 1-800-267-5008	
<b>Medicaid Managed Care Helpline</b> Additional assistance with more complex issues of Medicaid managed care.	1-866-566-8989	
<b>Texas Health Steps</b> Help finding Medicaid medical and dental providers for children birth through age 20.	http://www.mychildrensmedicaid.org/ 1-877-THSTEPS or 1-877-847-8377	
<b>Women, Infants, and Children (WIC) Program</b> Nutrition counseling and food assistance program for women, infants, and children up to age five years	TexasWIC.org 1-800-942-3678	
<b>Healthy Texas Women Program</b> Provides low-income women with gynecological exams, related health screenings, and birth control through Texas Medicaid	<a href="http://www.healthytexaswomen.org">http://www.healthytexaswomen.org</a>  Call 2-1-1, select the language and press 2 or call 1-877-541-7905	
<b>Your Texas Benefits Medicaid ID Card</b> Call to report any problems with the card or to order a new one.	www>YourTexasBenefits.com 1-855-827-3748	
Helpful Numbers in your area are:		
<b><i>STAR PROGRAM</i></b>	<b><i>DENTAL PLANS THROUGH AGE 20</i></b>	<b><i>STAR KIDS PROGRAM</i></b>
AMERIGROUP 800-600-4441	DENTAQUEST 855-691-6262	Texas Childrens 800-659-5764
SUPERIOR 877-644-4494	MCNA DENTAL 800-516-0165	UNITED 877-597-7799