



Superior HealthPlan

What changes are occurring with Texas Vendor Drug Program?

- Beginning March 1, 2012, Medicaid and CHIP patients enrolled in Managed Care will no longer receive their pharmacy benefits through the Texas Vendor Drug Program.
- Effective that date, Envolve Pharmacy Solutions will manage the pharmacy benefit for Medicaid and CHIP patients enrolled in Superior HealthPlan's Managed Care Program.

What changes are occurring with Texas Vendor Drug Program?

- In addition, effective March 1, 2012, Medicaid and CHIP Managed Care Programs are being implemented in all Texas counties, to include those patients in counties currently served through the traditional Fee for Service Medicaid program.

Envolve Pharmacy Solutions is the Pharmacy Benefit Manager contracted to administer pharmacy benefits for Superior HealthPlan

Main Headquarters:

5 River Park Place East, Suite 210

Fresno, CA 93720

Toll Free: (800) 413-7721

Phone: (559) 244-3700

Fax: (559) 244-3793

EnvolveRx.com

Envolve Pharmacy Solutions Contact Information

- Pharmacy Help Desk:
866-768-0468
- Prescriber Prior Authorization Requests Phone:
866-768-7147
- Prescriber Prior Authorization Requests Fax:
877-865-0813

Envolve Pharmacy Solutions BIN_ Superior HealthPlan_Group Number

ID Number: Use Medicaid or CHIP number on card

**ID Number Foster Care/STAR Health: Use Medicaid, CHIP, or
DFPS number on card**

BIN Number: 008019

Group Number: 18011

PCN: SHP

Envolve Pharmacy Solutions Website

EnvolveRx.com

- Contract Request Form
- EFT Payment Request Form
- MAC Pricing Inquiry Form
- Texas Provider Notices
 - Texas Vendor Drug Program
 - 72 hour emergency fill
 - Implementation

Envolve Pharmacy Solutions Website: Texas Notices

- Pharmacies providing services to Superior's Managed Care patients must be contracted with Envolve Pharmacy Solutions, as well as being currently enrolled in the Texas Vendor Drug Program (VDP). If you have questions about your Envolve Pharmacy Solutions contract, or need to confirm your VDP enrollment, you can call 1-(800) 460-8988, or send an email to pharmacycontracts@EnvolveHealth.com. Additional contracting information and forms can also be found online at: EnvolveRx.com/pharmacists .

Additional Information:

Texas Vendor Drug Program Website: www.txvendordrug.com

Medicaid and CHIP formularies and Medicaid Preferred Drug List (PDL) are available on smartphone and web at www.epocrates.com

Texas PDL/PA Criteria to be used for Superior Members:

<http://www.txvendordrug.com/formulary/PDLSearch.asp> (e-version)

http://www.txvendordrug.com/downloads/pdl/TXPDL_072711.pdf (pdf)

Texas Clinical Edits:

<http://www.txvendordrug.com/dur/edits.shtml>

Who is Superior HealthPlan?

- Superior HealthPlan Network - Licensed insurance company in Texas
- Superior HealthPlan, Inc. - Licensed Health Maintenance Organization in Texas. Has been providing services in Texas since 1999.
- Insurance Company and HMO function same: collectively, SUPERIOR
- Superior is a wholly-owned subsidiary of Centene Corporation, a leading multi-line healthcare enterprise offering both core Medicaid and specialty services.
- As of June 30, 2011, Superior total membership in Texas was 470,000 covered lives.

Superior HealthPlan's Managed Care Programs include:

STAR – Bexar, El Paso, Hidalgo, Lubbock, Nueces and Travis Service Areas

CHIP HMO – Bexar, El Paso, Lubbock, Nueces and Travis Service Areas

STAR+PLUS – Bexar, Hidalgo, Lubbock and Nueces Service Areas

STAR Health – Statewide

CHIP Rural Service Area (RSA)

Medicaid Rural Service Area – Central, Northeast and West Service Areas

For additional questions regarding Superior HealthPlan, visit

<http://www.superiorhealthplan.com>

Who is Superior HealthPlan?

- The new contract award expands Superior's STAR, STAR+PLUS and CHIP product offerings as follows:
 - The new 10 county Hidalgo Service Area (STAR and STAR+PLUS)
 - Medicaid RSA West Texas
 - Medicaid RSA Central Texas
 - Medicaid RSA North-East Texas
 - Lubbock (STAR+PLUS)

Who is Superior HealthPlan?

- The total eligible population for Superior's newly awarded service areas and products is expected to exceed 800,000.
- All of these service areas and products will now include the management of the pharmacy benefit for Superior's members. In addition, the state has added inpatient facility services to the managed care structure for the STAR+PLUS program.

Superior Programs - STAR

- State of Texas Access Reform (STAR)
 - Population is approximately 90% children and also includes pregnant women and some adults
 - Superior is currently serving STAR Members in **Bexar, El Paso, Lubbock, Nueces, and Travis Service Areas** and will continue to serve these areas in March 2012 . **Hidalgo and Medicaid Rural Service Areas (MRSA)** service area are *new* Superior Service Areas beginning in March 2012
 - MRSA includes three areas: West, NorthEast, Central
 - Some MRSA STAR Members are SSI-Eligible
 - Rx Benefits are the same for all STAR Members
 - STAR Members use the Medicaid Formulary through Vendor Drug Program

Medicaid STAR Members

- Families and children, pregnant women – based on income level, depending on age, family income and resources/assets
- Newborns (under 12 months) born to mothers who are Medicaid certified at the time of the child's birth are automatically eligible for Medicaid and remain eligible until their first birthday
- Cash assistance recipients – Based on receipt of Temporary Assistance for Needy Families (TANF) and dependent on age

STAR Medicaid Rural Service Area (MRSA)

- MRSA includes three areas; West, NorthEast, Central
- Some Medicaid RSA STAR Members are SSI-Eligible
- RX Benefits are the same for all STAR MRSA Members
- STAR MRSA Members use the Medicaid Formulary through Vendor Drug Program

Superior Programs – STAR+PLUS

- Superior is currently serving STAR+PLUS Members in **Bexar, Nueces, and Dallas Service Areas** and will continue to serve these areas in March 2012. **Lubbock Service Area** is a **new** Superior service area beginning in March 2012
- STAR+PLUS Non-Dual Eligible Members use the Medicaid Formulary through Vendor Drug Program
- STAR+PLUS Membership includes members eligible for SSI Benefits
- STAR+PLUS Membership also includes members with both Medicaid and Medicare coverage (Dual Eligibles)

Superior Programs – STAR+PLUS

- Dual Eligible Members receive their pharmacy benefits through Medicare Part D
- Part D Exceptions for Dual Eligible Members will be covered by Envolve Pharmacy Solutions identified through the Pharmacy Exception File.
- Mandatory enrollment of SSI population ages 21 and older including dual eligible (members with Medicare and Medicaid)
- Membership is voluntary for SSI children under age 21
- All members must select a primary care physician to act as a medical home except those who are dual eligible (members with Medicare & Medicaid)

Superior Programs – CHIP

- Children's Health Insurance Program (CHIP) includes children up through age 19
- CHIP Perinate Program covers pregnant women, their unborn children, and newborns. Eligibility is for a maximum 12 month period beginning when a pregnant woman enrolls in the program
- Superior is currently serving CHIP HMO Members in [Bexar, El Paso, Lubbock, Nueces, and Travis Service Areas](#), and will continue to serve these areas in March 2012
- Superior also serves [CHIP RSA](#) Members in 171 rural counties in Texas
- CHIP Members use the CHIP Formulary through Vendor Drug Program

CHIP MEMBERS

- CHIP Members may have prescription drug copayments
 - CHIP copayment schedule is located at:
http://www.hhsc.state.tx.us/medicaid/UMCM/Chp6/6_3.pdf
- Most CHIP families pay an annual enrollment fee to cover all children in the family
- CHIP families also pay copayments for doctor visits, inpatient hospital care, and non-emergent care provided in an emergency setting
- Annual enrollment fees and copayments vary based on family income
- The total amount that a family must contribute out-of-pocket is capped based on family income
- Copayment amounts are listed on the front of the member's SHP ID card
- CHIP members are allowed to change Health Plans yearly during re-enrollment
- CHIP members must reapply annually on their original enrollment date

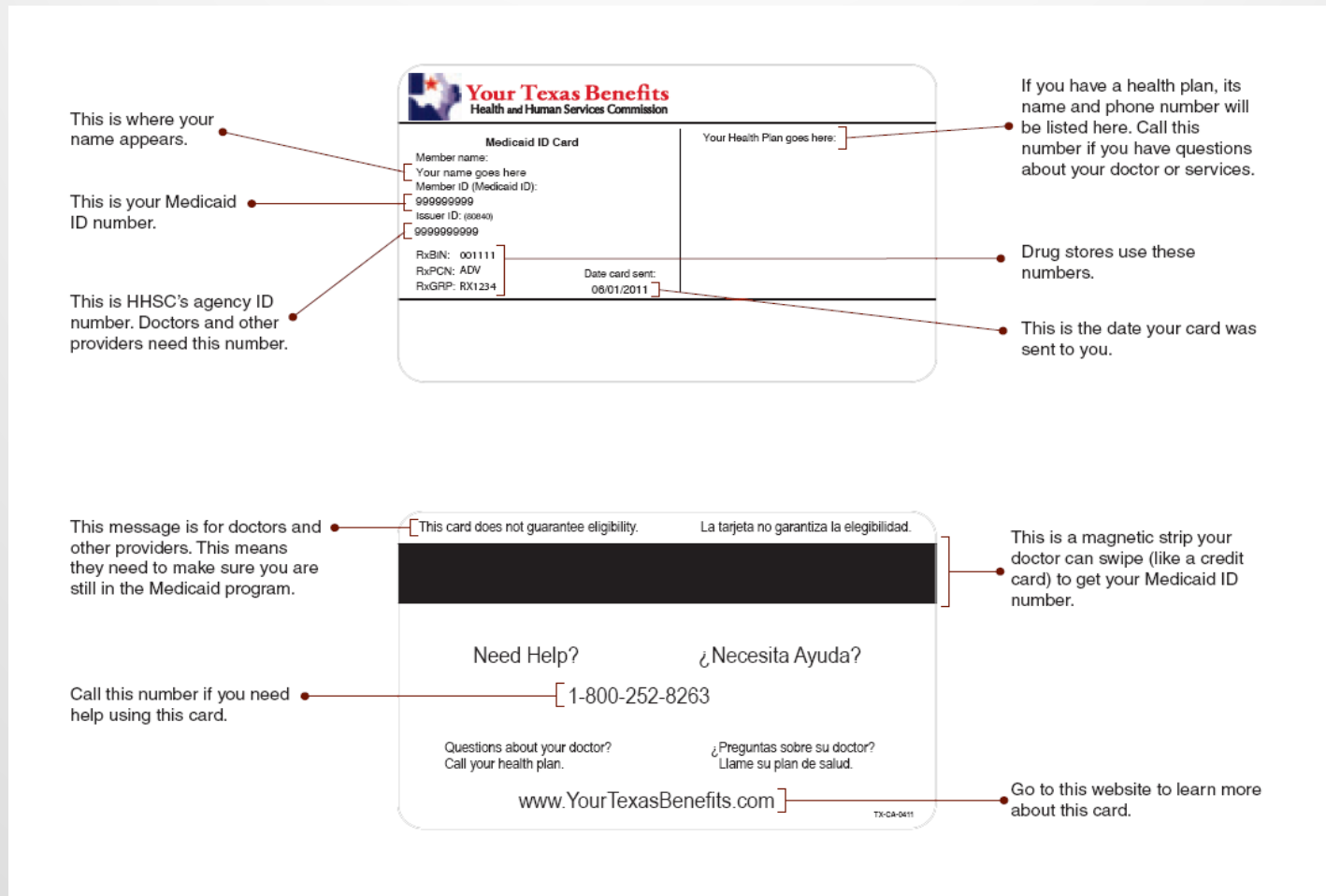
Superior Programs – STAR Health (Foster Care)

- Foster Care program includes approximately 35,000 members in Texas statewide (all 254 counties in Texas)
- STAR Health Members use the Medicaid Formulary through Vendor Drug Program
- STAR Health Members may present with a Medicaid ID, or a Department of Family Protective Services (DFPS) ID/Form 2085

Verify Eligibility

- Texas Medicaid Benefits Card
- Superior HealthPlan Identification Card
- Superior HealthPlan Website: www.superiorhealthplan.com
- Contact Member Services:
 - 1-800-783-5386 STAR, CHIP, CHIP PERINATE
 - 1-866-516-4501 STAR+PLUS
 - 1-800-820-5685 CHIP RSA
 - PENDING – MRSA
- Verify eligibility the 1st of each month using our website or by contacting Member Services

Medicaid State ID Card



Your Texas Benefits
Health and Human Services Commission

Medicaid ID Card

Member name: [Your name goes here]

Member ID (Medicaid ID): 999999999

Issuer ID: (99943) 999999999

RxBIN: 001111

RxPCN: ADV

RxGRP: RX1234

Date card sent: 06/01/2011

Your Health Plan goes here:

This is where your name appears.

This is your Medicaid ID number.

This is HHSC's agency ID number. Doctors and other providers need this number.

If you have a health plan, its name and phone number will be listed here. Call this number if you have questions about your doctor or services.

Drug stores use these numbers.

This is the date your card was sent to you.

This message is for doctors and other providers. This means they need to make sure you are still in the Medicaid program.

[This card does not guarantee eligibility. La tarjeta no garantiza la elegibilidad.]

This is a magnetic strip your doctor can swipe (like a credit card) to get your Medicaid ID number.

Need Help? ¿Necesita Ayuda?

Call this number if you need help using this card. [1-800-252-8263]

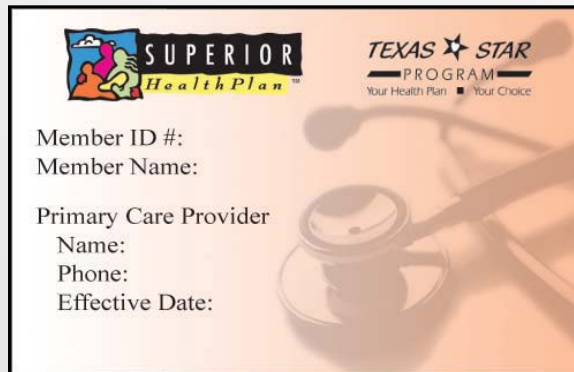
Questions about your doctor? Call your health plan. ¿Preguntas sobre su doctor? Llame su plan de salud.



Go to this website to learn more about this card. www.YourTexasBenefits.com

TX-CA-0411

Superior Member ID Cards

STAR



Member ID #:
 Member Name:

 Primary Care Provider
 Name:
 Phone:
 Effective Date:

Member Services/Servicios para Miembros: 1-800-783-5386
 Available 24 hours a day/Disponible las 24 horas del día

 Behavioral Health/Servicios de salud mental y abuso de sustancias:
 1-800-716-5650 Available 24 hours a day/7 days a week
 Disponible las 24 horas del día/7 días de la semana

 If you need emergency care, go immediately to the nearest
 Emergency Room. (Your doctor does not have to refer you for
 emergency care.)

 Si tiene una emergencia, vaya inmediatamente a la sala de emergencias
 mas cercana. (No necesita un envío a servicios de su doctor para recibir
 atención de emergencia.)

CHIP HMO






Member ID #:
 Member Name:

 Primary Care Provider
 Name:
 Phone: Effective Date:
 Co-Payment
 Office Visit RX Brand
 In-patient RX Generic
 Non-Emergency ER

Member Services/Servicios para Miembros: 1-800-820-5685
 Available 24 hours a day/Disponible las 24 horas del día

 Behavioral Health/Servicios de salud mental y abuso de sustancias:
 1-800-213-9927 Available 24 hours a day/7 days a week
 Disponible las 24 horas del día/7 días de la semana

 If you need emergency care, go immediately to the nearest Emergency
 Room. (Your doctor does not have to refer you for emergency care.)

 Si tiene una emergencia, vaya inmediatamente a la sala de emergencias
 mas cercana. (No necesita un envío a servicios de su doctor para recibir
 atención de emergencia.)

 For Prescription Drug Information/Para Información sobre
 Medicamentos Recetados: 1-866-274-9154

Member ID Cards



SUPERIOR HealthPlan **CHIP RSA** TDI

Member ID #:
Member Name:

Primary Care Provider
Name:
Phone: Effective Date:
Co-Payment

Office Visit RX Brand
In-patient RX Generic
Non-Emergency ER

Member Services/Servicios para Miembros: 1-800-820-5685
Available 24 hours a day/Disponible las 24 horas del día

Behavioral Health/Servicios de salud mental y abuso de sustancias:
1-800-213-9927 Available 24 hours a day/7 days a week
Disponible las 24 horas del día/7 días de la semana

If you need emergency care, go immediately to the nearest Emergency Room. (Your doctor does not have to refer you for emergency care.)
Si tiene una emergencia, vaya inmediatamente a la sala de emergencias más cercana. (No necesita un envío a servicios de su doctor para recibir atención de emergencia.)

For Prescription Drug Information/Para Información sobre Medicamentos Recetados: 1-866-274-9154

CHIP RSA



SUPERIOR HealthPlan **CHIP RSA** TDI
Perinate Newborn

Member ID #:
Member Name:

Primary Care Provider
Name:
Phone:
Effective Date:

No Co-Payments or Cost Sharing
For Authorizations, call 1-800-218-7508

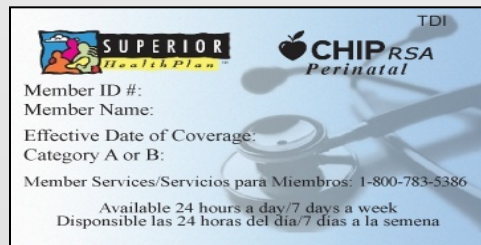
Hospital Facility Billing –
Category A: Bill TMHP (if 0-185% Federal Poverty Level (FPL))
Category B: Bill Superior HealthPlan (if above 185% to 200% FPL)

Professional/Other Services Billing:
Superior HealthPlan (regardless of FPL percentage)

If you need emergency care, go immediately to the nearest Emergency Room. (Your doctor does not have to refer you for emergency care.)
Si tiene una emergencia, vaya inmediatamente a la sala de emergencias más cercana. (No necesita un envío a servicios de su doctor para recibir atención de emergencia.)

For Prescription Drug Information/Para Información sobre Medicamentos Recetados: 1-866-274-9154
For Authorizations, call/ llame para las autorizaciones 1-800-218-7508

CHIP RSA Perinate (Newborn)



SUPERIOR HealthPlan **CHIP RSA** TDI
Perinate

Member ID #:
Member Name:

Effective Date of Coverage:
Category A or B:

Member Services/Servicios para Miembros: 1-800-783-5386
Available 24 hours a day/7 days a week
Disponible las 24 horas del día/7 días a la semana

Member Services/Servicios para Miembros: 1-800-820-5685
Available 24 hours a day/7 days a week
Disponible las 24 horas del día/7 días de la semana

Behavioral Health/Servicios de salud mental y abuso de sustancias:
1-800-213-9927 Available 24 hours a day/7 days a week
Disponible las 24 horas del día/7 días de la semana

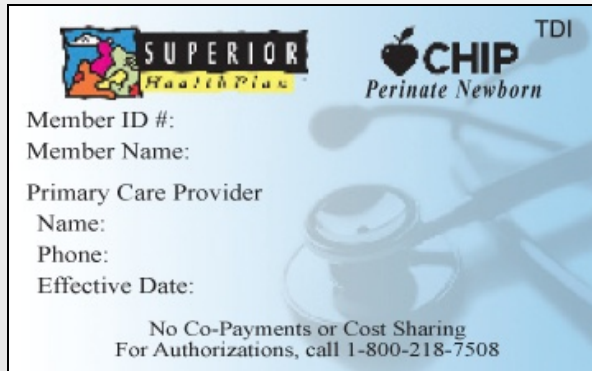
If you need emergency care, go immediately to the nearest Emergency Room. (Your doctor does not have to refer you for emergency care.)
Si tiene una emergencia, vaya inmediatamente a la sala de emergencias más cercana. (No necesita un envío a servicios de su doctor para recibir atención de emergencia.)



For Prescription Drug Information/Para Información sobre Medicamentos Recetados: 1-866-274-9154

CHIP RSA Perinate (Mother)

Member ID Cards

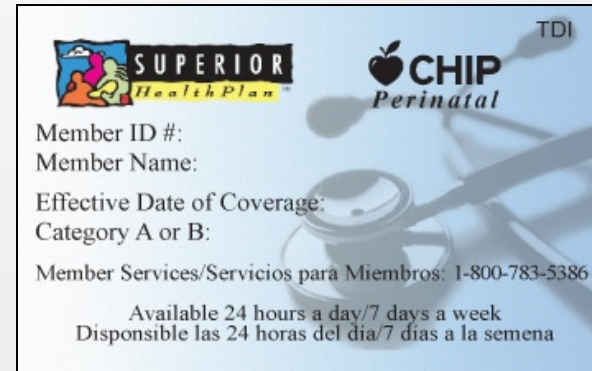
CHIP HMO Perinate (Newborn)





Member ID #:
 Member Name:
 Primary Care Provider
 Name:
 Phone:
 Effective Date:
 No Co-Payments or Cost Sharing
 For Authorizations, call 1-800-218-7508

CHIP HMO Perinate (Mother)



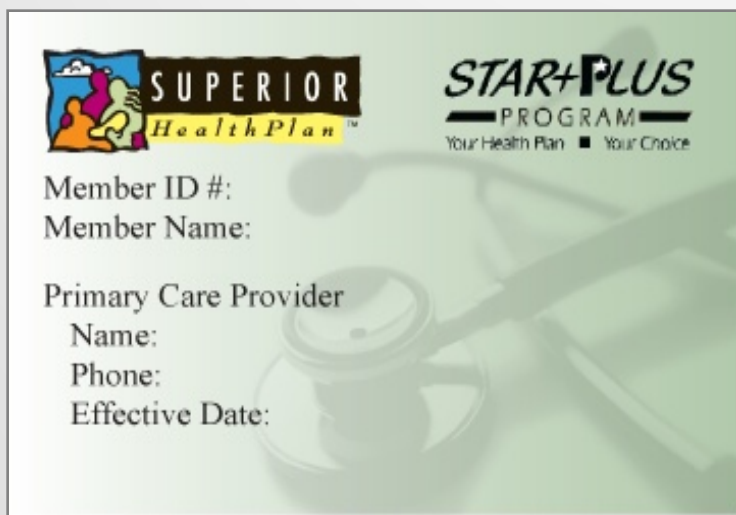
Member ID #:
 Member Name:
 Effective Date of Coverage:
 Category A or B:
 Member Services/Servicios para Miembros: 1-800-783-5386
 Available 24 hours a day/7 days a week
 Disponible las 24 horas del día/7 días a la semana



Hospital Facility Billing –
 Category A: Bill TMHP (if 0-185% Federal Poverty Level (FPL))
 Category B: Bill Superior HealthPlan (if above 185% to 200% FPL)
 Professional/Other Services Billing:
 Superior HealthPlan (regardless of FPL percentage)
 If you need emergency care, go immediately to the nearest Emergency Room.
 (Your doctor does not have to refer you for emergency care.)
 Si tiene una emergencia, vaya inmediatamente a la sala de emergencias más
 cercana. (No necesita un envío a servicios de su doctor para recibir atención de
 emergencia.)
 For Prescription Drug Information/Para Información sobre Medicamentos
 Recetados: 1-866-274-9154
 For Authorizations, call/ llame para las autorizaciones 1-800-218-7508

Hospital Facility Billing –
 Category A: Bill TMHP (if 0-185% Federal Poverty Level (FPL))
 Category B: Bill Superior HealthPlan (if above 185% to 200% FPL)
 Professional/Other Services Billing:
 Superior HealthPlan (regardless of FPL percentage)
 If you need emergency care, go immediately to the nearest Emergency Room.
 (Your doctor does not have to refer you for emergency care.)
 Si tiene una emergencia, vaya inmediatamente a la sala de emergencias más
 cercana. (No necesita un envío a servicios de su doctor para recibir atención de
 emergencia.)
 For Prescription Drug Information/Para Información sobre Medicamentos
 Recetados: 1-866-274-9154
 For Authorizations, call/ llame para las autorizaciones 1-800-218-7508

Member ID Cards

STAR+PLUS

The image shows a template for a STAR+PLUS Member ID Card. It features the Superior HealthPlan logo on the left and the STAR+PLUS PROGRAM logo on the right. The text on the card includes fields for Member ID #, Member Name, Primary Care Provider Name, Phone, and Effective Date. The background is a light green color with a faint image of a stethoscope.

Member ID #:
Member Name:

Primary Care Provider
Name:
Phone:
Effective Date:

Service Coordinator/Coordinadora de Servicios: 1-866-516-4501
Member Services/Servicios para Miembros: 1-866-516-4501
Available 24 hours a day/7 days a week
Disponible las 24 horas del día/7 días de la semana

Behavioral Health/Servicios de salud mental y abuso de sustancias:
1-800-466-4089 Available 24 hours a day/7 days a week
Disponible las 24 horas del día/7 días de la semana

If you need emergency care, go immediately to the nearest Emergency Room. (Your doctor does not have to refer you for emergency care.)

Si tiene una emergencia, vaya inmediatamente a la sala de emergencias más cercana. (No necesita un envío a servicios de su doctor para recibir atención de emergencia.)

Medicaid recipients who are also eligible for Medicare have Long Term Care Benefits Only.
Recipientes de Medicaid que también están elegibles para Medicare tienen solamente Beneficios de Cuidado a Largo Término.

QUESTIONS AND ANSWERS