

Volume II
2015

CookChildren's
Health Plan

COOK CHILDREN'S HEALTH PLAN MEMBERSHIP:
AUGUST 2015
CHIP: 20,539 STAR: 95,353



IMPORTANT NEWS FOR MEDICAID PROVIDERS

MEDICAID PROVIDER RE-ENROLLMENT

Most Texas Medicaid providers will need to re-enroll in the coming months, and HHSC wants to make that task as easy as possible.

New federal rules require that Medicaid providers periodically re-validate their enrollment in the program. To comply with this mandate, any provider enrolled with Texas Medicaid before January 1, 2013, ***must be fully re-enrolled by March 24, 2016, to avoid an interruption in payments. Texas Medicaid recommends submitting the application(s) no later than October 2015.***

HHSC's Medicaid claims administrator, the Texas Medicaid & Healthcare Partnership (TMHP), has made several changes to the Provider Enrollment section of the TMHP website:

- Includes pre-populated demographic data pulled from the provider's account information in the application.
- Allows providers to sign the application agreements electronically.
- Allows providers to upload supporting documentation.
- Adds instructional text within the application on how to submit an electronic signature and attach documents.
- Expands error messages to provide additional information.
- Allows higher web browser capability.

Providers needing additional guidance on re-enrollment can visit the [TMHP Provider Re-enrollment page](#). For help with the re-enrollment process, providers can contact a TMHP provider enrollment representative at 1-800-925-9126, option 2, or attend one of the Re-enrollment Town Hall Meetings in locations around the state. Providers can also email TMHP at PE-Email@tmhp.com to request assistance with enrollment questions.

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PROVIDER ENROLLMENT

There are two ways providers may enroll:

To apply online, go to TexMedConnect. Follow the instructions for completing the online enrollment process. Download, print, and complete the application forms

- To submit a paper application, you will need to download the enrollment forms. You may access online enrollment applications through the Provider Enrollment sections of the TMHP website. The contact center is also available to answer your questions about completing the applications or the status of your application at 1(800)925-9126.

TMHP offers free of charge an online computer based training (CBT) that is available 24/7 on how to enroll online using the Provider Enrollment on the Portal (PEP) Computer Based Training.

EDUCATIONAL TRAINING WORKSHOP SESSIONS

Staying informed is one of the most important aspects of participation in state health-care programs.

TMHP recognizes that your time is valuable and offers a variety of ways to receive provider education. Live workshops off-site are conducted throughout each year. TMHP's new education initiatives include webinars, online training modules (computer based trainings CBTs) and Radio TMHP podcasts. These trainings can be completed at your own pace and at a time that is convenient for you. All TMHP training is free. Free Provider Workshops can help you understand how to get paid for providing needed services to Medicaid and CSHCN Services Program clients. Participating in education training sessions can help you stay up-to-date:

- **Texas Medicaid Basics** is a workshop/CBT designed for providers new to Texas Medicaid or for providers requesting a Medicaid refresher course. This education session will provide an overview of the Texas Medicaid program. Topics include: verify client eligibility and use the client eligibility data to determine program benefits, navigate the TMHP website, and enroll and/or credential to provide additional services.
- **Texas Medicaid: Beyond the Basics** is an education workshop designed to explain advanced fundamentals of the Texas Medicaid policies and procedures to the more experienced provider. This workshop will focus on addressing topic points important to the more tenured Medicaid provider. This workshop will provide topics required to identify and resolve the top 5 provider related Explanation of Benefits/Explanation of Pending status, file Medicare crossover claims, and identify mass adjustments.
- **TexMedConnect** is the TMHP application that provides support and training for transmitting electronic data. TMHP has a [Computer Based Training](#) (CBT) module that provides detailed training on installation, claims completion, transmission, client eligibility/MESAV, appeals/adjustments, claim status and more.

PROVIDER VISITS

You may contact your Provider Relations Representative for one-on-one provider visits or an in-service in your office. To request, confirm, or reschedule a visit, provider.relations@tmhp.com to email Provider Relations. Please include your name, contact number, and National Provider Identifier and Texas Provider Identifier (NPI and TPI) on all e-mails to ensure they are routed to the correct person.

Providers can find more information about the federal re-enrollment requirement on the TMHP web page at <http://www.tmhp.com/Pages/Topics/ACA.aspx>.

A GUIDE TO EARLY CHILDHOOD INTERVENTION SERVICES

ECI is an affiliate of MHMR of Tarrant County and of the Department of Assistive and Rehabilitative Services (DARS).

ECI's mission is to assure that family members and caregivers of young children have the support and resources needed to enhance their child's learning and developmental through everyday learning opportunities.

DID YOU KNOW?

- Initial evaluations to determine ECI eligibility are at no cost to the family
- Translation and interpreter services are available
- ECI provides services to families at all income levels
- Families receiving services from other providers/agencies may still be eligible for ECI services

WHAT IS ECI'S APPROACH?

- Specializes in infants and toddlers (birth to 3)
- Provides services individualized to the needs of each child and family
- Involves families in services that incorporate therapeutic intervention strategies in their child's daily routines
- Utilizes an interdisciplinary team of licensed or credentialed professionals
- Includes measurable outcomes
- Provides services in the home and community settings
- Provides case management for all families

WHAT ABOUT A CHILD OLDER THAN 36 MONTHS?

For children and young adults, ages three to 21, services are available through the local school district. A referral for assessment may be made. This may lead to individualized testing for children and young adults who may require specialized assistance and/or support. To begin this process, contact the Director of Special Education at the local school district. The telephone number can be found in the white pages of the phone book or through the **TEXAS EDUCATION AGENCY** website: <http://tea.texas.gov>.

HOW ARE ECI SERVICES DETERMINED?

After a referral is received, an interdisciplinary team conducts a comprehensive evaluation to determine eligibility. If the child is eligible for services, the team, along with the parents, develops an Individualized Family Service Plan (IFSP). In developing the IFSP, all pertinent medical information is considered. With written parental consent, the IFSP can be shared with the physician. Services on the IFSP may include:

- Auditory/Hearing
- Assistive Technology
- Behavioral Intervention
- Service Coordination/Case Management
- Counseling
- Family Education & Training
- Health Services
- Infant Massage
- Nursing
- Nutrition and Feeding
- Occupational Therapy
- Social Work
- Specialized Skills Training
- Speech & Language Therapy
- Transition to Services After Age 3
- Translation/Interpretation
- Vision

ECI PROFESSIONALS

ECI services are provided by licensed or credentialed professional staff, including:

- Speech Language Pathologist
- Physical Therapists
- Occupational Therapists
- Psychologists
- Registered Nurses
- Registered Dieticians
- Social Workers and Counselors-Infant Mental Health Specialist(LPC, LCSW, LMFT, LP)
- Early Childhood Intervention (EIS) – Service Coordinators / Specialized Skills Trainers

WHY IS ECI UNIQUE

Parents and professionals work together as a team. Families know their child best. The ECI team assesses the child's progress. Together, the family and team develop a plan for services.

Services are convenient for families. Services are provided to children and families in familiar and comfortable surroundings where the children live, learn, and play. This may include the family's home or child care center.

Children learn new skills through everyday activities. Team members from a variety of backgrounds work together to find learning opportunities within the family's normal routines, such as: bath time, meal time, or play time.

Services are coordinated with others in the community. ECI works with doctors, child care providers, WIC, social services, and schools to improve the lives of children and families.

HOW IS ECI FUNDED?

ECI received federal, state and local funds, as well as, Medicaid, CHIP, private insurance, and family payments.

The following services are provided at no cost to families regardless of income: however, families with insurance will be asked for permission to bill for reimbursement:

- Evaluation and/or assessment
- IFSP development
- Case Management
- Translation and interpreter services
- Services for children eligible due to auditory or visual impairments
- Services for children in foster care

For more information about family payments, visit the DARS website at:
www.dars.state.us/ecis/familycostshar.shtml.

WHICH ECI PROGRAM?

Each ECI program provides services to families living in specific areas identified by the family's zip code. To determine which ECI program is right for a specific child contact us:

ECI OF NORTH CENTRAL TEXAS

Call:

(817)446-8000 Referral Line
(888)754-0524 Toll free Line

Visit:

www.ECIofNorthCentralTexas.org

Email:

ECINorthTexas@mhmrtc.org

The Texas Department of Assistive and Rehabilitative Services (DARS) is the state agency responsible for ECI services and contracts with different organizations throughout Texas. Contractors include community centers, school districts, education service centers, and private non-profit organizations. Some urban areas with large populations have several ECI programs.

THE TEXAS DEPARTMENT OF ASSISTIVE AND REHABILITATIVE SERVICES (DARS)

Call:

(800)628-5115 DARS Inquiries Line

or

Visit:

www.dars.state.tx.us/ecis/searchprogram.asp

IS THERE A LOCAL WEBSITE?

Yes, visit ECI of North Central Texas' website at www.mhmrtarrant.org/ECI.

TOPICS/ITEMS INCLUDE:

- Developmental Milestones
- Eligibility
- FAQs
- Make a Referral
- Resources
- Success Stories
- Red Flags
- Referral Brochure
- "How's Your Baby?" Brochure
- Parent Handbook
- "Beyond ECI" Booklet
- Glossary of Terms
- What do all those letters mean?
- Videos

The 2 videos described below were developed by DARS/ECI to explain ECI's service model. These are available on ECI's local website www.mhmrtarrant.org/ECI, as well as on the state's website www.dars.state.tx.us/ecis/videos/index.shtml

- **"TEXAS ECI: FAMILY TO FAMILY"**
This short 10-minute video offers a special perspective for families who have been or who may be referred to ECI and who would like to learn more about what to expect from ECI. Four families talk openly about their ECI experience.
- **"ABOUT TEXAS ECI"**
This short 8-minute information video offers an overview of ECI's unique model of services.

If a family wants to see a video but does not have access to the Internet, they may contact ECI of North Central Texas at (817)446-8000 or (888)754-0524.

Is There A State Website?

Yes, visit DARS/ECI's website at www.dars.state.tx.us/ecis.

DARS's 2014 Annual Report "Together we can make it Possible" features ECI of North Texas Central Texas' very own Shawver quadruplets from Fort Worth. Read about it here: www.dars.state.tx.us/reports_on_page_9



“We attribute a lot of their progress to the work of ECI and are appreciative of the support to our family.”

RYLIN, HARPER, SYDNEY AND MASON SHAWVER: A TEAM EFFORT

As George and Amber Shawver of Fort Worth began planning for a family they were told there was only a 15 percent chance of them having any children. When the couple learned they were expecting quadruplets, they were shocked.

Rylin, Harper, Sydney and Mason were delivered 10 weeks early on July 20, 2012. They ranged in weight from 2 pounds, 6 ounces to 3 pounds, 7 ounces. The babies spent nearly two months in the neonatal intensive care unit. The hospital staff immediately referred the family to DARS Division for Early Childhood Intervention Services (ECI).

ECI professionals worked with the family to develop a plan based on the needs for each baby. Rylin, Harper, Sydney and Mason all required occupational therapy to assist them in feeding. The parents were concerned that the babies were eating too slowly and not feeding properly from the bottle. Amber recalled what she learned from ECI staff. “ECI explained to us that the bottle nipple size was causing them to not eat properly. They showed us how to best transition them to the correct size nipple, which improved their feeding tremendously.”

The ECI occupational therapist visited the Shawvers’ home during lunchtime to see how the babies were doing with their eating skills.

By their first birthday, Rylin, Harper, and Mason were on target to their development and discharged from the program. Sydney, the smallest of the four, remained in the program, which benefited the entire family. A top priority for Sydney was improving her language skills. Since the other children were using words and being very vocal, ECI incorporated the siblings into Sydney’s session. Sydney picked up sounds, words and sentences from her brothers and sisters. They learned how to play together and take turns.

Despite initial odds, Amber says all four are now thriving, happy toddlers. Rylin is talkative, Harper is curious, Sydney is adventurous and Mason is the social butterfly. Amber said “We attribute a lot of their progress to the work of ECI and are appreciative of the support to our family.”

HOW TO CONTACT US

Hours of Operation: Monday – Friday 8:00am – 5:00pm

You can visit our website at: www.cookchp.org

COOK CHILDREN'S HEALTH PLAN

MAIN NUMBER:

(682)885-2247 OR (800)964-2247 TOLL FREE

Department	Fax Number	Service Provided
Member Services	682-885-8401 Email Address: cchpmemberservices@cookchildrens.org	Eligibility, Benefits, or General Inquiries
Care Management	682-885-8402 844-346-8402 Toll Free Fax	Pre-Authorizations, Case Management, Referrals, Disease Management
Claims Department	682-885-2148	Claims Status, Payments, Appeals or Questions
Network Development	682-885-8403 Email Address: CCHPNetworkDev@cookchildrens.org	Credentialing, Provider contracts, Name change, Address Change, NPI/TPI update, Phone & Fax update, Billing Company Change
Outreach	682-885-8436	Questions about Migrant Farm Workers, THSteps/Well Child Appointments

Department	Phone Number	Fax Number	Service Provided
National Vision Administrators (NVA)	(888)830-5630 Email Address: providers@e-nva.com	(888)830-5560	Vision Services
Beacon Health Services	(855)481-7045 Email Address: ProviderRelations@beaconhs.com	(855)371-9227	Mental Health Services

Paper Claims Address:

Cook Children's Health Plan

P.O. Box 961295

Fort Worth, TX 76161-1295

**Appeals, COB, and
General Mailing Address**

Cook Children's Health Plan

P.O. Box 2488

Fort Worth, TX 76113-2488