2018 STAR Member Handbook
2018 STAR Manual para Miembros

For more HEALTHfirst information, call 1-888-672-2277.
Para más HEALTHfirst información, llame al 1-888-672-2277.

Parkland HEALTHfirst is part of the State of Texas Access Reform (STAR) program covering Medicaid members in Dallas, Collin, Ellis, Hunt, Kaufman, Navarro and Rockwall counties.

Parkland HEALTHfirst es parte del programa de Reforma del Acceso a Servicios en Texas (STAR) que cubre a miembros de Medicaid en los condados de Dallas, Collin, Ellis, Hunt, Kaufman, Navarro y Rockwall.

Dallas Service Area - Área de servicio de Dallas

www.ParklandHMO.com

November 2018
Parkland HEALTHfirst
STAR (Medicaid) Member Handbook

Dallas service area

Parkland Healthfirst covers STAR members in the following counties: Dallas, Collin, Ellis, Hunt, Kaufman, Navarro and Rockwall counties

Member Services
1-888-672-2277 (toll free)

www.ParklandHMO.com

Personal Information

My STAR (Medicaid) member ID number: ________________________________

My Child’s Primary Care Provider (PCP) is: ________________________________

My Child’s Primary Care Provider’s address is: ______________________________

My Child’s Primary Care Provider’s telephone number is: ________________________________

Parkland Healthfirst uses the services of Aetna Medicaid Administrators (AMA). Aetna is not the insurer or sponsor of Parkland Healthfirst.
Parkland HEALTHfirst Member Services Department: Toll free: 1-888-672-2277

We are available to assist you by phone Monday through Friday from 8 a.m. to 5 p.m. excluding state-approved holidays.

- Ask questions about how to access your benefits and covered services.
- Change your address or phone number.
- Change your primary care provider.
- Find out more about how to file a complaint.

For assistance after hours and weekends, you can contact our Nurse Line, or you can leave a voice mail. Call your primary care provider with questions about appointments, hours of service or getting care after hours.

Behavioral Health Department
Behavioral health services (includes mental health and substance use) are available 24 hours a day, 7 days a week at 1-800-945-4644. Staff members are available who speak both English and Spanish.

All information is available in both English and Spanish. Interpreter services available upon request.
TTY: For people that are deaf or hearing impaired, please call the Relay of Texas TTY line at 711 and ask them to call the Parkland HEALTHfirst Member Services line.

If you or your child has a medical or behavioral health emergency and need care, please call 911 or go to the nearest hospital/emergency room. If you go the emergency room, call us at 1-888-672-2277 to let us know. You should also call your doctor to schedule a follow up visit as soon as possible.

Write us at:
Parkland Community Health Plan
Attention: Parkland HEALTHfirst Member Services
PO Box 569005
Dallas, TX 75356-9005
Visit our website at: www.ParklandHMO.com

Other important numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parkland 24-hour Nurse Line</td>
<td>Toll Free: 1-888-667-7890 or Direct Line: 214-266-8773</td>
</tr>
<tr>
<td>24 hours a day, 7 days a week</td>
<td></td>
</tr>
<tr>
<td>STAR Help Line</td>
<td>1-800-964-2777</td>
</tr>
<tr>
<td>Superior Vision Services</td>
<td>1-800-879-6901</td>
</tr>
<tr>
<td>Dental Plans:</td>
<td></td>
</tr>
<tr>
<td>DentaQuest</td>
<td>1-800-516-0165</td>
</tr>
<tr>
<td>MCNA Dental Plans</td>
<td>1-855-691-6262</td>
</tr>
<tr>
<td>Ombudsman Managed Care Assistance Team</td>
<td>1-866-566-8989</td>
</tr>
<tr>
<td>OMCAT Help Line TTY</td>
<td>1-866-222-4306</td>
</tr>
<tr>
<td>Medical Transportation Services</td>
<td>1-855-687-3255</td>
</tr>
</tbody>
</table>
## Table of Contents

Welcome Parkland HEALTHfirst STAR Members ................................................................. 3
Member Identification (ID) cards .................................................................................. 10
Primary care provider information .............................................................................. 12
Medicaid Lock-in Program ......................................................................................... 15
Physician incentive plan information ......................................................................... 15
Changing your health plan .......................................................................................... 15
Behavioral health ....................................................................................................... 25
Medications ................................................................................................................ 26
Family Planning Services ........................................................................................... 27
Case management for children and pregnant women (CPW) ...................................... 28
Vision services ........................................................................................................... 31
Dental services ........................................................................................................... 32
Medical Transportation services (MTP) ..................................................................... 32
Interpreter services .................................................................................................... 33
Women’s health .......................................................................................................... 33
Special health care needs ............................................................................................ 37
Medical care decisions ............................................................................................... 37
Renewal Process ......................................................................................................... 38
Quick Tips for Members .............................................................................................. 39
Member safety ............................................................................................................. 42
Complaint process ...................................................................................................... 42
Appeal process ........................................................................................................... 44
Expedited appeal process .......................................................................................... 46
State Fair Hearing ....................................................................................................... 47
Fraud and Abuse information .................................................................................... 48
Annual notification .................................................................................................... 48
Subrogation .................................................................................................................. 49
Glossary ....................................................................................................................... 50
Introduction

Welcome Parkland HEALTHfirst STAR Members

Parkland HEALTHfirst is a plan that makes it easier for you to get good medical care. With Parkland HEALTHfirst, you will get all the Medicaid benefits—and more. You will also be able to pick a doctor or health care provider from a list of doctors and health care providers close to where you live. The doctor or health care provider you pick will be your Parkland HEALTHfirst Primary Care Provider and will help you take care of all your healthcare needs.

Here are a few important things you will need to do to help us give you the best care:

- Your primary care provider’s name will appear on your Parkland HEALTHfirst ID Card. Check your ID card to make sure the information is correct.
- Make an appointment with your primary care provider soon to get to know your doctor.
- When you call your primary care provider for appointments, tell them you are a Parkland HEALTHfirst member.
- Call your primary care provider when you need care.
- Follow your primary care provider’s advice.
- Always carry your Parkland HEALTHfirst ID card and Your Texas Benefits Medicaid card.
- Use the hospital Emergency Room (ER) only for emergencies.

As a member of Parkland HEALTHfirst Health Plan, you can ask for and receive the following information each year:

- Names, locations, telephone numbers, languages spoken (other than English) by network providers, and identification of providers who are not accepting new patients. The information provided will be, at a minimum, information on primary care physicians, specialists, and hospitals in the Dallas Service Area (Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall counties).
- Any restrictions on the member’s freedom of choice among network providers.
- Member rights and protections.
- Information on complaint, appeal and fair hearing procedures.
- The amount, duration, and scope of benefits available under the contract in sufficient detail to ensure that members understand the benefits to which they are entitled.
- How to get benefits including authorization requirements.
- How members may get benefits, including family planning services, from out-of-network providers, and/or limits to those benefits.
- How after hours and emergency coverage are provided and/or limits to those benefits, including:
  - What makes up emergency medical conditions, emergency services and post-stabilization services.
  - The fact that prior authorization is not required for emergency care services.
  - How to obtain emergency services, including use of the 911 telephone system or its local equivalent.
  - The locations of any emergency settings and other locations at which providers and hospitals furnish emergency services covered under the contract.
  - The member has a right to use any hospital or other settings for emergency care.
  - Post-stabilization rules.
• Policy on referrals for specialty care and for other benefits not furnished by the member’s primary care provider
• HMO’s practice guidelines

We wrote this Member Handbook to answer most of your questions about Parkland HEALTHfirst. We hope you read it right away and keep it in a handy place. Please feel free to call or write us if you have any questions or would like to make suggestions.

At Parkland HEALTHfirst, we have nurses and other people who can speak English and Spanish and are ready to help you at any time day or night. We have special services for people who have trouble reading, hearing, seeing, or speak a language other than English or Spanish. You can ask for the Member Handbook in audio, other languages, Braille or larger print. If you need an audio version, we will get it for you. To get help, just call Parkland HEALTHfirst Member Services at 1-888-672-2277, or mail to:

Parkland Community Health
Attention: Plan Member Services
P.O. Box 569005
Dallas, TX 75356-9005.

You may also visit our website at www.ParklandHMO.com.

Parkland Community Health Plan privacy notice

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

This notice takes effect on September 16, 2013.

What do we mean when we use the words “health information”
We use the words “health information” when we mean information that identifies you. Examples include your:
• Name
• Date of birth
• Health care you received
• Amounts paid for your care

How we use and share your health information
Help take care of you: We may use your health information to help with your health care. We also use it to decide what services your benefits cover. We may tell you about services you can get. This could be checkups or medical tests. We may also remind you of appointments. We may share your health information with other people who give you care. This could be doctors or drug stores. If you are no longer with our plan, with your okay, we will give your health information to your new doctor.

Family and friends: We may share your health information with someone who is helping you. They may be helping with your care or helping pay for your care. For example, if you have an accident, we
may need to talk with one of these people. If you do not want us to give out your health information, call us. If you are under eighteen and don’t want us to give your health information to your parents, call us. We can help in some cases if allowed by state law.

**For payment:** We may give your health information to others who pay for your care. Your doctor must give us a claim form that includes your health information. We may also use your health information to look at the care your doctor gives you. We can also check your use of health services.

**Health care operations:** We may use your health information to help us do our job. For example, we may use your health information for:

- Health promotion
- Case management
- Quality improvement
- Fraud prevention
- Disease prevention
- Legal matters

A case manager may work with your doctor. They may tell you about programs or places that can help you with your health problem. When you call us with questions we need to look at your health information to give you answers.

**Sharing with other businesses**

We may share your health information with other businesses. We do this for the reasons we explained above. For example, you may have transportation covered in your plan. We may share your health information with them to help you get to the doctor’s office. We will tell them if you are in a motorized wheelchair, so they send a van instead of a car to pick you up. We also may share your health information for these reasons:

- Public safety - To help with things like child abuse. Threats to public health.
- Research - To researchers. After care is taken to protect your information.
- Business partners - To people that provide services to us. They promise to keep your information safe.
- Industry regulation - To state and federal agencies. They check us to make sure we are doing a good job.
- Law enforcement - To federal, state and local enforcement people.
- Legal actions - To courts for a lawsuit or legal matter.

**Reasons that we will need your written permission**

Except for what we explained above, we will ask for your permission before using or sharing your health information. For example, we will get your permission:

- For marketing reasons that have nothing to do with your health plan.
- Before sharing any psychotherapy notes.
- For the sale of your health information.
- For other reasons as required by law.
You can cancel your permission at any time. To cancel it, you can write to us. We cannot use or share your genetic information when we make the decision to provide you health care insurance.

What are your rights

• You have the right to look at your health information.
  – You can ask us for a copy of it.
  – You can ask for your medical records. Call your doctor’s office or the place where you were treated.
• You have the right to ask us to change your health information.
  – You can ask us to change your health information if you think it is not right.
  – If we don’t agree with the change you asked for. Ask us to file a written statement of disagreement.
• You have the right to get a list of people or groups that we have shared your health information with.
• You have the right to ask for a private way to be in touch with you.
  – If you think the way we keep in touch with you is not private enough, call us.
  – We will do our best to be in touch with you in a way that is more private.
• You have the right to ask for special care in how we use or share your health information.
  – We may use or share your health information in the ways we describe in this notice.
  – You can ask us not to use or share your information in these ways. This includes sharing with people involved in your health care.
  – We don’t have to agree. But, we will think about it carefully.
• You have the right to know if your health information was shared without your permission.
• We will tell you if we do this in a letter.

Call us toll-free at 1-888-672-2277 to:

• Ask us to do any of the things above.
• Ask us for a paper copy of this notice.
• Ask us any questions about the notice.

You also have the right to send us a complaint. If you think your rights were violated write to us at:
Parkland Community Health Plan
P.O. Box 569005
Dallas, TX 75356-9005

You also can file a complaint with the Department of Health and Human Services, Office of Civil Rights. Call us to get the address. If you are unhappy and tell the Office of Civil Rights, you will not lose plan membership or health care services. We will not use your complaint against you.

Protecting your information

We protect your health information with specific procedures, such as:

• **Administrative.** We have rules that tell us how to use your health information no matter what form it is in - written, oral, or electronic.
• **Physical.** Your health information is locked up and is kept in safe areas. We protect entry to our computers and buildings. This helps us to block unauthorized entry.
• **Technical.** Access to your health information is “role-based”. This allows only those who need to do their job and give care to you to have access.

We follow all state and federal laws for the protection of your health information.

**Will we change this notice?**
By law, we must keep your health information private. We must follow what we say in this notice. We also have the right to change this notice. If we change this notice, the changes apply to all of your information we have or will get in the future. You can get a copy of the most recent notice on our website at [www.parklandHMO.com](http://www.parklandHMO.com).
Nondiscrimination Notice

Parkland Community Health Plan, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Parkland Community Health Plan, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Parkland Community Health Plan, Inc.:
• Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  – Qualified sign language interpreters
  – Written information in other formats (large print, audio, accessible electronic formats, other formats)

• Provides free language services to people whose primary language is not English, such as:
  – Qualified interpreters
  – Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or 1-800-385-4104.

If you believe that Parkland Community Health Plan, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:
Address: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Telephone: 1-888-234-7358 (TTY 711)
Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:
  U.S. Department of Health and Human Services
  200 Independence Avenue, SW
  Room 509F HHH Bldg.,
  Washington, D.C. 20201
  Toll Free Call Center 1-800-368-1019, 1-800-537-7697 (TDD).

Note: Please be aware that mail sent to our Washington D.C. area offices takes an additional 3-4 days to process due to security precautions.

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.
Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or 1-800-385-4104 (TTY: 711).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al 1-800-385-4104 (TTY: 711).


CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的ID卡背面的電話號碼或 1-800-385-4104 (TTY: 711)。

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 1-800-385-4104 (TTY: 711) 번으로 연락해 주십시오.


URDU: توجيه دين: اگر آپ اردو زبان بولتے ہیں تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہے۔ بیب - اپنے شناختی کارڈ کے پہچانے موجود نمبر پر 1-800-385-4104 (TTY: 711) پر رابط کریں۔


HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निह: शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाषा में दिए गए नंबर अथवा 1-800-385-4104 (TTY: 711) पर कॉल करें।

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در یکتی کارت شناسی یا شماره 1-800-385-4104 (TTY: 711) تماس بگیرید.


JAPANESE: 注意事項: 日本語をお話しになる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または1-800-385-4104 (TTY: 711)までご連絡ください。

LAOTIAN: ມີມັກຊຸ່ນ: ເຈັກທ່າທິພາບພາສາລາວ, ທ່ານດີມັກຊຸ່ນຮຽກຮຽນພາສາລາວ, ທ່ານຮຽກຮຽນ, ທ່ານມີຊັ່ງບໍລິການ. ທ່ານຮຽກຮຽນທ່ານຮຽກຮຽນຈັກເຕັມຈັກຢ່າງໜ້າ 1-800-385-4104 (TTY: 711).
Member Identification (ID) cards

When you sign-up with Parkland HEALTHfirst, you will get an ID card from us. You will not get a new ID card every month. If you call us to change your primary care provider, you will get a new card.

How to read your card: The ID card lists the name and phone number(s) of your primary care provider. The back of the ID card has important phone numbers for you to call if you need help. Please make sure your information on your ID card is correct.

- Member: last name, first name of member
- Member ID: Member identification number
- DOB: Member date of birth
- Eff date: Effective date of coverage with the health plan
- PCP: Name of primary care provider
- PCP phone: primary care provider office phone number
- PCP Effective date: Effective date of coverage with the provider
- RxBIN: Bank identification number pharmacy uses to submit claims
- RxPCN: Processor control number pharmacy uses to submit claims
- RxGrp: Prescription group number pharmacy uses to identify the health plan

How to use your card: Always carry your ID card with you when going to see the doctor. You will need it to get health care. You must show it each time you get services.

How to replace your card if lost or stolen: Call us right away so we can send you another ID card.
Your Texas Benefits Medicaid card

When you are approved for Medicaid, you will get a Your Texas Benefits Medicaid card. This plastic card will be your everyday Medicaid ID card. You should carry and protect it just like your driver’s license or a credit card. The card has a magnetic stripe that holds your Medicaid ID number. Your doctor can use the card to find out if you have Medicaid benefits when you go for a visit.

You will only be issued one card and will only receive a new card in the event of the card being lost or stolen. If your Medicaid ID card is lost or stolen, you can get a new one by calling toll-free 1-855-827-3748.

If you are not sure if you are covered by Medicaid, you can find out by calling toll-free at 1-800-252-8263. You can also call 2-1-1. First pick a language and then pick option 2.

Your health history is a list of medical services and drugs that you have gotten through Medicaid. We share it with Medicaid doctors to help them decide what health care you need. If you don’t want your doctors to see your health history through the secure online network, call toll-free at 1-800-252-8263.

The Your Texas Benefits Medicaid card has these facts printed on the front:

- Your name and Medicaid ID number
- The date the card was sent to you
- The name of the Medicaid program you’re in if you get:
  - Medicare (QMB, MQMB)
  - Texas Women’s Health Program (TWHP)
  - Hospice
  - STAR Health
  - Emergency Medicaid
  - Presumptive Eligibility for Pregnant Women (PE)
- Facts your drug store will need to bill Medicaid
- The name of your doctor and drug store if you’re in the Medicaid Lock-in program
The back of the Your Texas Benefits Medicaid card has a website you can visit, www.YourTexasBenefits.com, and a phone number you can call, 1-800-252-8263, if you have questions about the new card.

If you forget your card, your doctor, dentist, or drug store can use the phone or the Internet to make sure you get Medicaid benefits.

**Information about the temporary ID card (Form 1027-A)**

Medicaid also has a temporary ID card called a Form 1027-A. You will get this card in the mail when Your Texas Benefits Medicaid Card has been lost or stolen. The Medicaid temporary ID card tells providers about you and the services that you can get for the time period listed on the Form 1027-A.

Be sure to read the back of the Form 1027-A. The back of the card tells you how and when to use the card. There is a box that has specific information for providers.

You must take your Form 1027-A and your Health Plan ID card with you when you get any health care services. You will need to show these cards every time you need services. You can use the temporary ID card until you get Your Texas Benefits Medicaid Card.

**Primary care provider information**

*What is a primary care provider?*

A primary care provider is your main doctor, nurse or clinic that gives you most of your health care. This is called your “medical home”. It will help with all the medical care you need. Your primary care provider can take care of routine medical problems. Sometimes you may have a problem that needs to be handled by a specialist. The primary care provider will help coordinate and tell you how to make an appointment with a specialist. If you need to be admitted to a hospital, your primary care provider can arrange that for you.

Our goal is your good health. We urge you to see your primary care provider to get preventive care services within the next sixty (60) days or as soon as possible. This will help your doctor learn about you so he or she can help you plan for your future health care needs. Getting started with your doctor can also help prevent delays in care when you are sick.

Remember that you and your primary care provider are the most important members of your healthcare team.

**Choosing your primary care provider**

*Can a clinic be my primary care provider? (Rural Health Clinic/Federally Qualified Health Center)*

If you have been getting health care services at a clinic and you want to keep going there, please pick one of the doctors in the clinic as your primary care provider. The primary care provider you pick needs to be listed in our provider directory.
Some of the providers that you can also pick from to be your primary care provider are: family doctors; pediatricians (for children); OB/GYNs (woman’s doctor); general practitioners (GPs); advanced nurse practitioners (ANPs); Federally Qualified Health Clinics (FQHCs); and Rural Health Clinics (RHCs).

Please look at our provider directory to get more information on primary care providers. You must pick a primary care provider who is in our Parkland Community Health Plan network. You can get a copy of the provider directory on www.ParklandHMO.com or by calling us at 1-888-672-2277.

Can a specialist ever be considered a PCP?
You can keep seeing your current primary care provider if the primary care provider is listed in our provider directory. There might be times when we can let a specialist be your primary care provider.

Visiting your primary care provider

Regular visits to your Primary Care Provider and dentist are important, even if your children are healthy. The Texas Health Steps/well-child checkups are available at no cost to our members, Babies, children, and teens all need checkups. Follow this schedule:

- Birth to 1 year: 2 weeks, 2 months, 4 months, 6 months, 9 months
- 1 to 4 years: 12 months, 15 months, 18 months, 24 months, 30 months, 3 years, 4 years
- 5-20 years: Annually within 30 days of birthday

Vaccines help protect your child from many infections. Infections can cause serious health problems. Your provider will give vaccines during your child’s Texas Health Steps/well child exam, if needed. Be sure to bring your child’s vaccine record to every visit. NOTE: Day care centers and schools require all children to be up to date on vaccines.

What do I need to bring with me to my doctor’s appointment?
You should take the following items with you when you go to your doctor’s appointment:

- Your Texas Benefits Medicaid Card and/or your Form 1027-A
- Parkland HEALTHfirst ID card
- Immunization (shot) records
- Paper to take notes on information you get from the doctor

What if I choose to go to another doctor who is not my primary care provider?
You will need to go to your primary care provider for most health services or you might have to pay for the services.

What type of care does not require me to first be seen by primary care provider?
For the following types of care, you do not have to go to your primary care provider first:

- Emergency
- OB/GYN
- Family planning
• Routine eye care
• Behavioral health
• Texas Health Step medical and dental check-ups

To learn more, use our website, www.parklandHMO.com, or call us at the toll-free number on your ID card.

**How can I change my primary care provider?**
You can change your primary care provider by calling us at the toll-free number on your ID card. For a list of doctors and clinics, please see our provider directory. You can view this online at www.parklandHMO.com.

**How many times can I change my/ my child’s primary care provider?**
There is no limit on how many times you can change your or your child’s primary care provider. You can change primary care providers by calling us toll-free at 1-866-672-2277 or writing to:

Parkland Community Health Plan  
Attention: Parkland HEALTHfirst Member Services  
P.O. Box 569005  
Dallas, TX 75356-9005

**When will my primary care provider change become effective?**
If you change your primary care provider, you will get a new ID card. The new ID card will tell you the new primary care provider’s name, address, phone number and date the new primary care provider will be effective. The primary care provider change will become effective the same day that you call Member Services to make the change.

**Are there reasons why a request to change a primary care provider may be denied?**
In some cases, your request to change your primary care provider can be denied. Your request can be denied if:

• The primary care provider you picked is not accepting new patients, or

• The primary care provider you picked is no longer a part of Parkland Community Health Plan.

**Can my primary care provider move me to another primary care provider for non-compliance?**
Your primary care provider can request that you pick a new primary care provider for the following reasons:

• You often miss your appointments and do not call to let the primary care provider know, or

• You do not follow advice from your primary care provider.

**What if my primary care provider leaves the Parkland Community Health Plan network?**
If your primary care provider leaves the Parkland Community Health Plan network, we will send you a letter telling you the new primary care provider we have chosen for you. If you are not happy with the new primary care provider, call us at the toll-free number on your ID card and tell us the primary care provider you want. If you are getting medically necessary treatments, you might be able to stay with that doctor if he or she is willing to see you. When we find a new
primary care provider on our list who can give you the same type of care, we will change your primary care provider.

**After-hours care**

*How do I get medical care after my primary care provider’s office is closed?*
If you get sick at night or on a weekend and cannot wait to get medical care, call your primary care provider. Your primary care provider or another doctor is ready to help by phone 24 hours a day, 7 days a week. You may also call the Parkland 24-hour Nurse Line at **1-888-667-7890 or 214-266-8773** to speak with a registered nurse to help you decide what to do.

**Medicaid Lock-in Program**

*What is the Medicaid Lock-in Program?*
You may be put in the Lock-In Program if you do not follow Medicaid rules. It checks how you use Medicaid pharmacy services. Your Medicaid benefits remain the same. Changing to a different MCO will not change the Lock-In status.

To avoid being put in the Medicaid Lock-in Program:
- Pick one drug store at one location to use all the time.
- Be sure your main doctor, main dentist, or the specialists they refer you to are the only doctors that give you prescriptions.
- Do not get the same type of medicine from different doctors.

To learn more, call Parkland HEALTHfirst.

**Physician incentive plan information**

The MCO cannot make payments under a physician incentive plan if the payments are designed to induce providers to reduce or limit Medically Necessary Covered Services to Members. Right now, Parkland HEALTHfirst does not have a physician incentive plan.

*How many times can I change my/my child’s primary care provider?*
There is no limit on how many times you can change your or your child’s primary care provider. You can change primary care providers by calling us toll-free at **1-888-672-2277**.

**Changing your health plan**

*What if I want to change my health plan? Who do I call?*
You can change your health plan by calling the Texas STAR Program Helpline at **1-800-964-2777**.
How many times can I change my health plan?
You can change plans as often as you want.

When will my health plan change become effective?
If you call to change your health plan on or before the 15th of the month, the change will take place on the first day of the next month. If you call after the 15th of the month, the change will take place the first day of the second month after that. For example:
- If you call on or before April 15, your change will take place on May 1
- If you call after April 15, your change will take place on June 1

Disenrollment from the health plan
Can Parkland HEALTHfirst ask that I get dropped from their health plan (for non-compliance, etc.)?
Parkland HEALTHfirst may ask that you be dropped from our plan for “good cause.” Some examples of “good cause” are:
- You frequently do not follow your doctor’s advice.
- You move out of the service area.
- You keep going to the Emergency Room (ER) when you do not have an emergency.
- You keep going to another doctor or clinic without first getting approval from your primary care provider.
- You or your children show a pattern of disruptive or abusive behavior not related to a medical condition.
- You miss many appointments without letting your doctor know in advance.
- You let someone else use your ID card.
- Fraud or abuse.

Parkland HEALTHfirst will not ask you to leave the health plan before talking with you first. We want to work with you to get the best health care possible. Call Member Services at 1-888-672-2277 if you have questions.

What is the Medicaid Lock-in Program?
You may be put in the Lock-in Program if you do not follow Medicaid rules. It checks how you use Medicaid pharmacy services. Your Medicaid benefits remain the same. Changing to a different MCO will not change the Lock-in status.

To avoid being put in the Medicaid Lock-in Program:
- Pick one drug store at one location to use all the time.
- Be sure your main doctor, main dentist, or the specialists they refer you to are the only doctors that give you prescriptions.
- Do not get the same type of medicine from different doctors.

To learn more call Parkland HEALTHfirst Member Services at 1-888-672-2277.
Health care benefits

What are my health care benefits?
Here is a list of services you can get. You should see your primary care provider to ask about medical services. Please follow your primary care provider’s advice. Your primary care provider is responsible for coordinating all of your care.

- Needed medical care for adults and children
- Vaccines to prevent illness (immunizations)
- Chiropractic services
- Podiatrists (foot doctor)
- Laboratory and x-ray services
- Surgery as an outpatient (no hospital stay)
- Hospital care and outpatient care
- Maternity care and newborn care
- 24-hour nurse help line
- 24-hour emergency care from an emergency room
- Eye doctor services (includes eyeglasses and contact lens, if medically necessary)
- Hearing services and hearing aids
- Home health agency services
- Ambulances
- Dialysis for kidney problems
- Major organ transplants
- Texas Health Steps medical and dental checkups
- Once a year physical exam for adults
- Physical, occupational and speech therapy
- Family planning services and supplies
- HIV and sexually transmitted disease treatment
- Behavioral health services - (such as counseling and treatment)
- Substance abuse assistance (such as alcohol or drug abuse)
- Diabetic supplies
- Health education classes
- Transportation to medical appointments through the Medical Transportation Program

Services covered for member’s birth through 20 years of age can be different than services covered for members 21 years of age or older.

How do I get these services?
You should see your primary care provider to ask about medical services.

Are there any limits to any covered services?
There can be limits on some services. Call us at the toll-free number on your ID card to learn more.

What services are not covered?
Parkland HEALTHfirst does not cover all health care services. The following is a list of services that are not covered:

Parkland HEALTHfirst Member Services 1-888-672-2277 • www.parklandHMO.com
- Faith healing
- Acupuncture
- Cosmetic surgery
- Any service that is not medically necessary

If you agree to get services that we do not cover or approve, you might have to pay for them.

**What are my prescription drug benefits?**
Parkland HEALTHfirst covers all prescription drugs approved by the State Medicaid program. For a listing of covered drugs, please go to our website, www.ParklandHMO.com, or call us at the toll-free number on your ID card.

**Additional benefits**

**What extra benefits do I get as member of Parkland HEALTHfirst?**
Parkland HEALTHfirst members get the following value-added services and extra benefits:

- **Parkland Nurse Line**: You can talk to a nurse 24 hours a day, 7 days a week. The nurse can help you with questions or help you decide what to do about your health needs. Call your doctor first with any questions or concerns about your health care needs. Please call the toll-free nurse line number on your ID card.

- **Free Membership to Boys and Girls Club of Greater Dallas**: A program for young people between the ages of 6 and 18, who will be able to become a part of various health education programs and other activities. When your child joins these activities, he or she will help to develop the qualities needed to become responsible citizens and leaders. These programs include: Sports Activities, Fitness Activities, Recreation Activities, Character and Leadership Development, Education and Career Development, Health and Life Skills, and Educational Programs for The Arts.

- **Cell Phone and Minutes**: Parkland Healthfirst members can get a cell phone at no cost through the Lifeline program. Plan options include data, talk, and text. You can call the Member Services number on the back of your ID card for more information.

- **Free Sports Physicals**: Members can access free sports physicals at one of Parkland’s Community Oriented Primary Care Clinic (COPC) or school-based Youth and Family Clinics. One sports physical is available per year.

- **Free baby gifts to pregnant members**: Pregnant members can get a car safety seat and a gift bag of baby items when you take and finish prenatal classes.

- **Prenatal classes for pregnant women**: We provide services to help women stay healthy at all times, especially during pregnancy. Members can access prenatal classes at no cost to you by calling the Parkland HEALTHfirst Member Services hotline at 1-888-672-2277 to get a list of locations for the classes at Parkland Health & Hospital System. If you would like to go to prenatal classes somewhere else, at your own expense, a list of health plan approved prenatal classes can be given to you by calling the number on the back of your ID card.

**Restrictions and limitations may apply**
**How can I get these benefits?**
You do not have to go to your primary care provider to get these services. If you have questions or need help with these services, go to our website, www.ParklandHMO.com, or call us at the toll-free number on your ID card.

**What health education classes does Parkland HEALTHfirst offer?**
We work with our community partners to make these classes available at no cost to you. Some health topics include:

- Car seat safety
- Poison safety
- Drug & alcohol awareness
- Prenatal care
- Immunizations
- Sexually transmitted diseases
- Infant mortality
- Smoking cessation
- Nutrition
- Teen pregnancy prevention
- Oral health
- Vision awareness
- Physical fitness
- Weight management

Please call us to learn more. Please check with your provider before you begin any new health or wellness program.

**What other services can Parkland HEALTHfirst help me get?**
In addition to the services listed in the benefits section, you may be able to get some of the following services or programs:

- Department of State Health Services (DSHS) Targeted Mental Health Case Management
- DSHS mental health services
- DSHS Case Management for Children and Pregnant Women
- Department of Assistive and Rehabilitative Services (DARS) Case Management for the Blind
- Tuberculosis (TB) services offered by DSHS-approved providers
- Department of Aging and Disability Services (DADS) Hospice Services
- Medical Transportation Program
- Supplemental Nutrition Program for Women, Infants and Children (WIC)

Additional services available for **members birth through 20 years of age** include:

- Texas Health Steps Dental, including braces (These services are available when medically necessary and do not include dental services that are mainly for cosmetic purposes.)
- Early Childhood Intervention (ECI) Program
- Texas School Health and Related Services (SHARS)
You do not have to go to your primary care provider to get these services. If you have questions or need help with these services, call us at the toll-free number on your ID card.

Health care and other services

What does medically necessary mean?

(1) For members birth through age 20, the following Texas Health Steps services:
   (a) Screening, vision, and hearing services
   (b) Other health care services, including Behavioral Health Services, that are necessary to correct or ameliorate a defect or physical or mental illness or condition. A determination of whether a service is necessary to correct or ameliorate a defect or physical or mental illness or condition:
      (i) Must comply with the requirements of the Alberto N., et al. v. Traylor, et al. partial settlement agreements
      (ii) May include consideration of other relevant factors, such as the criteria described in parts (2) (b-g) and (3) (b-g) of this definition

(2) For members over age 20, non-behavioral health related health care services that are:
   (a) Reasonable and necessary to prevent illnesses or medical conditions, or provide early screening, interventions, or treatments for conditions that cause suffering or pain, cause physical deformity or limitations in function, threaten to cause or worsen a handicap, cause illness or infirmity of a member, or endanger life
   (b) Provided at appropriate facilities and at the appropriate levels of care for the treatment of a member’s health conditions
   (c) Consistent with health care practice guidelines and standards that are endorsed by professionally recognized health care organizations or governmental agencies
   (d) Consistent with the diagnoses of the conditions
   (e) No more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency
   (f) Not experimental or investigative
   (g) Not primarily for the convenience of the member or provider

(3) For members over age 20, behavioral health services that:
   (a) Are reasonable and necessary for the diagnosis or treatment of a mental health or chemical dependency disorder, or to improve, maintain, or prevent deterioration of functioning resulting from such a disorder
   (b) Are in accordance with professionally accepted clinical guidelines and standards of practice in behavioral health care
   (c) Are furnished in the most appropriate and least restrictive setting in which services can be safely provided
   (d) Are the most appropriate level or supply of service that can safely be provided;
   (e) Could not be omitted without adversely affecting the member’s mental and/or physical health or the quality of care rendered
   (f) Are not experimental or investigative
   (g) Are not primarily for the convenience of the member or provider
Routine medical care

What is routine medical care? How soon can I expect to be seen?
Routine care is non-emergency or non-urgent care that you receive from your primary care provider and/or other health care providers.

The primary care provider you picked is called your “medical home” and will help you with all of your medical care. Your primary care provider will give you regular checkups and treat you when needed. Your primary care provider will order prescription drugs and medical supplies. Your primary care provider will also send you to a specialist if needed. A specialist can be your primary care provider as decided by your primary care provider and Parkland HEALTHfirst.

It is important that you follow your primary care provider’s advice and take part in decisions about your health care. When you need care, call your primary care provider’s phone number on your ID card. The doctor’s office or clinic will make an appointment for you. It is very important that you keep your appointments. If you cannot keep your appointment, please call your doctor to let him/her know. Your primary care provider should be able to see you within two (2) weeks after you ask for a routine care appointment or within eight (8) weeks after you ask for an appointment for a physical or a wellness checkup.

Urgent medical care

What is urgent medical care?
Another type of care is urgent care. There are some injuries and illnesses that are probably not emergencies but can turn into emergencies if they are not treated within 24 hours. Some examples are:

- Minor burns or cuts
- Earaches
- Sore throat
- Muscle sprains/strains

What should I do if my child or I need urgent medical care?
For urgent care, you should call your doctor’s office even on nights and weekends. Your doctor will tell you what to do. In some cases, your doctor may tell you to go to an urgent care clinic. If your doctor tells you to go to an urgent care clinic, you don’t need to call the clinic before going. You need to go to a clinic that takes Parkland HEALTHfirst Medicaid. For help, call us toll-free at 1-888-672-2277. You also can call our 24-hour Nurse Line at 1-888-667-7890 or locally in Dallas area at 214-266-8773 for help with getting the care you need.

How soon can I expect to be seen?
You should be able to see your doctor within 24 hours for an urgent care appointment. If your doctor tells you to go to an urgent care clinic, you do not need to call the clinic before going. The urgent care clinic must take Parkland HEALTHfirst Medicaid.
Emergency care

What is emergency medical care? How soon can I expect to be seen?

Emergency medical care is provided for emergency medical conditions and emergency behavioral health conditions.

“Emergency medical condition” means a medical condition manifesting itself 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 care could 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 a woman or her unborn child.

“Emergency behavioral health condition” means any condition, without regard to the nature or cause of the condition, which in the opinion of a prudent layperson, possessing average knowledge of medicine and health:

- Requires immediate intervention and/or medical attention without which the Member would present an immediate danger to themselves or others
- Which renders the member incapable of controlling, knowing or understanding the consequences of their actions.

“Emergency services” and “emergency care” means covered inpatient and outpatient services furnished by a provider that is qualified to furnish such services and that are needed to evaluate or stabilize an emergency medical condition or emergency behavioral health condition, including post-stabilization care services.

Guidelines

You should be seen the same day if you need emergency care. We ask that you follow the guidelines below when you believe you need emergency care.

- Call 911 or the local emergency hotline or go to the nearest emergency facility. If a delay would not be harmful to your health, call your primary care provider. Tell your primary care provider as soon as possible after getting treatment.
- As soon as your health condition is stabilized, the emergency facility should call your primary care provider for information on your medical history.
- If you are admitted to an inpatient facility, you, a relative, or friend on your behalf should tell your primary care provider as soon as possible.
- Some good reasons to go to the ER are:
  - Danger of losing life or limb
  - Very bad chest pains
  - Poisoning or overdose of medicine
  - Choking or problems breathing
  - Possible broken bones
  - Uncontrolled diarrhea or vomiting
— Heavy bleeding
— Serious injuries or burns
— Fainting
— Suddenly not being able to move (paralysis)
— Victim of violent attack (rape, mugging, stab, or gunshot wound)
— You have thoughts of causing harm to yourself or others
— About to deliver a baby

Emergency dental care

Are emergency dental services covered by the health plan?
Parkland HEALTHfirst covers limited emergency dental services in a hospital or ambulatory surgical center, including payment for the following:

• Treatment for dislocated jaw
• Treatment for traumatic damage to teeth and supporting structures
• Removal of cysts
• Treatment of oral abscess of tooth or gum origin
• Hospital, physician and related medical services such as drugs for any of the above conditions

What do I do if my child needs emergency dental care?
During normal business hours, call your child’s Main Dentist to find out how to get emergency services. If your child needs emergency dental services after the Main Dentist’s office has closed, call us toll-free at 1-866-672-2277 or call 911.

What is post stabilization?
“Post-stabilization care services” are services covered by Medicaid that keep your condition stable following emergency medical care.

Follow-up care after emergency
You might need follow-up care after you go to the emergency room. If so, make an appointment with your primary care provider. Do not go back to the emergency room (unless it is an emergency). Do not go back to the doctor that treated you at the hospital unless told to by your primary care provider.

Getting care when traveling

What if I get sick when I am out of town or traveling?
If you need medical care when traveling, call us toll-free at 1-888-672-2277 and we will help you find a doctor.

If you need emergency services while traveling, go to a nearby hospital, then call us toll-free at 1-888-672-2277.

What if I am out of state?
If you need medical care while out of state, call us toll-free at 1-888-672-2277 and we will help you find a doctor.
What if I am out of the country?
Medical services performed out of the country are not covered by Medicaid.

Specialty care

What if I need to see a special doctor (specialist)?
Your primary care provider can send you to another doctor if a special type of care your primary care provider cannot offer. Your primary care provider will tell you if you need to see a specialist. Some specialist services require a prior authorization.

What is a prior authorization?
It is not a referral or a pre-authorization. Prior authorization is an approval that Parkland HEALTHfirst requires for certain services and medications. Some services need approval before they are given. The provider who is treating your child should get this approval. You can ask your doctor or us if an approval is needed for a service or treatment.

What is a referral?
The doctor will talk to you about your/your child’s needs and will help make plans for you to see the specialist that can provide the best care for you. This is called a referral. A referral is not a requirement for your Parkland HEALTHfirst plan of benefits.

What services do not need a referral?
The Parkland HEALTHfirst STAR (Medicaid) plan of benefits does not require referrals for any services; however, there are services that may need prior authorization.

How soon can I expect to be seen by the specialist?
You should be able to see a specialist within 3 weeks for a routine appointment; within 24 hours for urgent care appointments.

How can I ask for a second opinion?
You can get a second opinion about the use of any health care service from a network provider. If a network provider is not available, you can see an out-of-network provider. There is no cost to you for getting a second opinion. To learn more on how to ask for a second opinion, please call us at the toll-free number on your ID card.

What if my PCP wants to see a provider that is not in the Parkland HEALTHfirst network?
If your PCP wants you to see a provider who is not in Parkland HEALTHfirst provider network, he/she must request prior authorization from Parkland HEALTHfirst. You may go to a non-participating provider only if:

- The care is needed AND
- There are no Parkland HEALTHfirst providers to give the care AND
- Parkland HEALTHfirst has approved the care

Parkland HEALTHfirst has the right to decide where you can get services when there is not a Parkland HEALTHfirst provider available to give the care. The non-participating provider who
plans to give you care should assure prior authorization is obtained by your PCP to provide services. Call us at 1-888-672-2277 with any questions.

You may see any provider at any time in the case of an emergency or for family planning services.

**What about coverage of new technology?**
We are always looking at new medical procedures and services to make sure you get safe, up to date and high-quality medical care. A team of doctors’ reviews new health care methods and decides if they should become covered services. Researched and studied investigational services and treatments are not covered services.

To decide if new technology will be a covered benefit or service, we will:
- Study the purpose of each technology
- Review medical literature
- Determine the impact of a new technology
- Develop guidelines on how and when to use the technology

**Behavioral health**

**How do I get help if I have mental health, alcohol or drug problems?**
Parkland Community Health Plan has partnered with Beacon to manage mental health and substance abuse benefits. You do not need approval for individual, family or group therapy. These visits do not have limits; however, your therapist may be asked to provide Beacon with clinical information after 30 sessions. Your therapist can request more visits if you need them. You can also get help with your medicine and/or go to the hospital if you are in trouble. You can get help for drug or alcohol problems as well as other services.

If you need help right away, call 1-800-8945-4644, 24 hours a day, 7 days a week.

**Do I need a referral for this?**
You do not need a referral from your regular doctor. It is good for you to tell your regular doctor about all the doctors you see.

**What are mental health rehabilitation services and mental health targeted case management?**
These benefits help you know more about your mental health, provide peer support and much more!

**How do I get these services?**
To get a list of services and to learn more about your benefits, call Beacon at 1-800-945-4644.
Medications

**How do I get my medications?**
Medicaid pays for most medicine your doctor says you need. Your doctor will write a prescription, so you can take it to the drug store, or may be able to send the prescription for you.

**How do I find a network drug store?**
- You can find a network pharmacy by visiting our website at [www.ParklandHMO.com](http://www.ParklandHMO.com), and then search for a pharmacy in your area.
- Call Member Services toll-free at 1-888-672-2277. Ask the representative to help you find a network pharmacy in your area.

**What if I go to a drug store not in the network?**
You may have to pay if you go to a drug store that is not in the network. The pharmacy can call the Parkland Pharmacist Help Desk’s toll-free number on the back of your/your child’s Parkland HEALTHfirst ID card.

**What do I bring with me to the drug store?**
You will need to bring the prescription your doctor wrote for you. You will also need to show Your Texas Benefits Medicaid Card and your Parkland HEALTHfirst Plan ID card.

**Do some medicines need to be prior approved - prior authorization?**
Parkland HEALTHfirst must approve some medicines on our drug list before we cover them. We do this through prior authorization or Step Therapy. Prior authorization is an approval that Parkland HEALTHfirst requires for certain services and medications.

**What is Step-Therapy?**
Some drugs are not approved unless another drug has been tried first. Step-Therapy (ST) coverage requires that a trial of another drug be used before a requested drug is covered.

When you get a new prescription, ask your provider if we need to approve the medicine before you can get it. If we do, ask if there is another medicine you can use that does not need approval. When we need to approve your medicine, your provider must call Parkland HEALTHfirst for you. We will review the request to approve your medicine. If the pharmacist cannot reach Parkland HEALTHfirst to make sure it is approved, your pharmacist can give you a three (3) day temporary supply of the new prescription.

We will tell you in writing if we do not approve the request. We will also tell you how to start the appeal/complaint process.

**What if I can’t get the medication my doctor ordered approved?**
If your doctor cannot be reached to approve a prescription, you may be able to get a three-day emergency supply of your medication. Call Parkland HEALTHfirst at 1-888-672-2277 for help with your medications and refills.
What if I can’t get the medication my doctor prescribed?
If the medicine your doctor feels you need isn’t on our formulary and you cannot take any other medication except the one prescribed, your doctor may request an exception. Your doctor will need to fill out the request form and send us medical records to support the request for an exception. Your doctor will need to fill out the request form and send us medical records to support the request for an exception.

Who do I call if I have problems getting my medications?
If you have a problem getting your medications, call us at the toll-free number on your ID card.

What if I lose my medication(s)?
If you lose your medication you should contact your local pharmacy to see if a refill is available. Lost or stolen medications are not a covered benefit. You will need to pay the cost of the medication. You can also call your doctor or clinic if there is no refill available.

What if I need my medications delivered to me?
Please visit the online pharmacy listing OR call Member Services at 1-888-672-2277 for pharmacies that offer delivery.

What if I need durable medical equipment (DME) or other products normally found in a pharmacy?
Some durable medical equipment (DME) and products normally found in a pharmacy are covered by Medicaid. For all members, Parkland HEALTHfirst pays for nebulizers, ostomy supplies, and other covered supplies and equipment if they are medically necessary. For children (birth through age 20), Parkland HEALTHfirst also pays for medically necessary prescribed over-the-counter drugs, diapers, formula, and some vitamins and minerals.

Call 1-888-672-2277 for more information about these benefits.

Family Planning Services

How do I get family planning services?
Family planning services help you plan or control pregnancy. You do not need a referral from your primary care provider to receive family planning services or supplies. If you are under age 21, you do not have to get permission from your parent to get family planning services or supplies. You can get family planning services from your primary care provider, or you can go to any family planning provider who is in our provider directory. The services you can get include:
- A yearly check-up
- An office or clinic visit for a problem, counseling, or advice
- Laboratory tests
- Prescriptions and contraceptive supplies like birth control pills, diaphragms, and condoms
- Pregnancy testing
- Sterilization services (Only if you are 21 years of age or older; Federal Sterilization Consent Form needed)
Do I need a referral for this?
You do not need a referral from your primary care provider to get family planning services or supplies.

Where do I find a family planning services provider?
You can find the location of family planning providers near you online at www.dshs.state.tx.us/famplan/ or you can call Parkland HEALTHfirst at 1-888-672-2277 for help in finding a family planning provider.

Case management for children and pregnant women (CPW)

What is Case Management for Children and Pregnant Women (CPW)?
CPW is a case management program that provides health related case management services to Medicaid-eligible children and pregnant women.

Need help finding and getting services? You might be able to get a case manager to help you.

Who can get a case manager?
Children, teens, young adults (birth through age 20) and pregnant women who get Medicaid and:
- Have health problems.
- Are at a high risk for getting health problems.

What do case managers do?
A case manager will visit with you and then:
- Find out what services you need.
- Find services near where you live.
- Teach you how to find and get other services.
- Make sure you are getting the services you need.

What kind of help can you get?
Case managers can help you:
- Get medical and dental services.
- Get medical supplies or equipment.
- Work on school or education issues.
- Work on other problems.

How can you get a case manager?
Call the Texas Health Steps at 1-877-847-8377 (toll-free), Monday to Friday, 8 a.m. to 8 p.m. To learn more, go to www.dshs.state.tx.us/caseman.
Early Childhood Intervention (ECI)

What is ECI?
ECI gives services to children ages 0 to 3 years whose development is delayed. Some of the services for children are: screenings, physical, occupational, speech and language therapy, and activities to help children learn better.

Does my child need a referral for this?
No referral is needed but if you have questions or need help with these services, call us at 1-888-672-2277.

Where do I find an ECI provider?
To get information about ECI services and other resources, you can call the DARS Inquiries Line at 1-800-628-5115 or you can call us at 1-888-672-2277. You can also search online for an ECI program near you. Go to https://citysearch.hhsc.state.tx.us/.

Texas Health Steps checkups

What is Texas Health Steps? What services are offered by Texas Health Steps?
Texas Health Steps is the Medicaid health care program for STAR and STAR Kids children, teens and young adults, birth through 20.

Texas Health Steps gives your child:
- Free regular medical checkups starting at birth.
- Free dental checkups starting at 6 months of age.
- A case manager can find out what services your child needs and where to get these services.

Texas Health Steps checkups:
- Find health problems before they get worse and harder to treat.
- Prevent health problems that make it hard for children to learn and grow like others their age.
- Help your child have a healthy smile.

How and when do I get Texas Health Steps medical and dental checkups for my child?
When to set up a checkup:
- You will get a letter from Texas Health Steps telling you when it’s time for a checkup. Call your child’s doctor or dentist to set up the checkup.
- Set up the checkup at a time that works best for your family.

If the doctor or dentist finds a health problem during a checkup, your child can get the care he or she needs, such as:
- Eye tests and eyeglasses
• Hearing tests and hearing aids
• Dental care
• Other health care
• Treatment for other medical conditions

Call Parkland HEALTHfirst or Texas Health Steps 1-877-847-8377 (1-877-THSTEPS) (toll-free) if you:
• Need help finding a doctor or dentist.
• Need help setting up a checkup.
• Have questions about checkups or Texas Health Steps.
• Need help finding and getting other services.

If you can’t get your child to the checkup, Medicaid may be able to help. Children with Medicaid and their parent can get free rides to and from the doctor, dentist, hospital, or drug store.
• Houston/Beaumont area: 1-855-687-4786
• Dallas/Ft. Worth area: 1-855-687-3255
• All other areas: 1-877-633-8747 (1-877-MED-TRIP)

Why is it important to get Texas Health Steps checkup for my child within 90 days?
As a new member to Parkland HEALTHfirst, it is important for your child to see a provider within the first 90 days you are enrolled with us for a Texas Health Steps checkup. To avoid health problems for your children, teens, and young adults, make sure they get their Texas Health Steps medical and dental checkups.

Does my doctor have to be part of the Parkland HEALTHfirst network?
Members can go to any Texas Health Steps Provider. The Texas Health Steps Provider does not have to be a part of the Parkland HEALTHfirst Network. This can include your primary care provider. If you go to a Texas Health Steps provider who is not your primary care provider, ask the Texas Health Step provider to send a copy of your check-up results to your primary care provider.

Do I have to have a referral?
You do not need a referral from your primary care provider to get Texas Health Steps medical or dental checkups.

What if I need to cancel an appointment?
If you need to cancel or change your appointment for a Texas Health Steps checkup, please call your Texas Health Steps provider as soon as possible.

What if I am out of town and my child is due for a Texas Health Steps checkup?
It is important to schedule your child’s checkup before you leave town. If you are out of town when the Texas Health Steps checkup is due, make an appointment with a Texas Health Steps provider as soon as you get home. If you have moved, please call Parkland HEALTHfirst at the toll-free number on your ID card to get the name of a Texas Health Steps provider close to where you live.
What if I am a migrant farm worker?
A migrant farm worker is a person who works on farms or fields or as a food packer during certain times of the year. Migrant farm workers move to different places to follow the crops. Call the Parkland HEALTHfirst Migrant Hotline at 1-800-327-0016 if you have questions.

You can get your checkup sooner if you are leaving the area. We have special Medicaid services for children of migrant farm workers. Call 1-800-327-0016 for more information.

If you call us and tell us you are a migrant farm worker:
- We will help you find the doctors and clinics, and help you set up appointments for your children.
- We will let doctors know your children need to be seen quickly because you may have to leave the area to go to the next farm job.

Why does my health plan need to know if I am a migrant farm worker?
We want to make sure you get the care you need in a timely manner. If you travel doing seasonal work, we want to help you plan for getting checkups and other services that might be due while you are away.

How can your health plan help?
If you are migrant farm worker, you can call us at 1-800-327-0016. We can help you find out if you would be due for a checkup during the time you will be living outside the area. We will help you make a plan for getting services before you leave.

Vision services

How do I get eye care services?
Superior Vision will offer vision services like exams and glasses. Superior Vision will help you get the care you need while coordinating with Parkland HEALTHfirst. If you need vision services, please call Superior Vision at 1-800-879-6901.

For routine eye exams you can visit an eye care doctor without a referral from your primary care provider. You can pick an eye doctor that is close to you. Vision services are different for adults and children.

Children, teens, and young adults, birth through age 20, you can get an eye exam and prescription eyeglasses once during a 12-month period. You may be able to get more services if there is a change in your vision. You may be able to get more services if they are requested in writing by the child’s primary care provider, teacher or school nurse.

If you are age 21 or over, you can get an eye exam once every 24 months.
Dental services

What dental services does Parkland HEALTHfirst cover for children?
Parkland HEALTHfirst covers emergency dental services in a hospital or ambulatory surgical center, including, but not limited to, payment for the following:

- Treatment of dislocated jaw
- Treatment for traumatic damage to teeth and supporting structures
- Removal of cysts
- Treatment of oral abscess of tooth or gum origin.

Parkland HEALTHfirst covers hospital, physician, and related medical services for the above conditions. This includes services the doctor provides and other services your child might need, like anesthesia or other drugs.

Parkland HEALTHfirst is also responsible for paying for treatment and devices for craniofacial anomalies.

Your child’s Medicaid dental plan provides all other dental services including services that help prevent tooth decay and services that fix dental problems. Call your child’s Medicaid dental plan to learn more about the dental services they offer.

Medical Transportation services (MTP)

What is MTP?
MTP is an HHSC program that helps with non-emergency transportation to healthcare appointments for eligible Medicaid clients who have no other transportation options. MTP can help with rides to the doctor, dentist, hospital, drug store, and any other place you get Medicaid services.

What services are offered by MTP?

- Passes or tickets for transportation such as mass transit within and between cities
- Air travel
- Taxi, wheelchair van, and other transportation
- Mileage reimbursement for enrolled individual transportation participant (ITP). The enrolled ITP can be the responsible party, family member, friend, neighbor, or client.
- Meals at a contracted vendor (such as a hospital cafeteria)
- Lodging at a contracted hotel and motel
- Attendant services (responsible party such as a parent/guardian, etc., who accompanies the client to a healthcare service)

Who do I call for a ride to a medical appointment? How to get a ride?
If you live in the Dallas/Ft. Worth Area:
Call LogistiCare
- Phone reservations: 1-855-687-3255
Where’s My Ride: 1-877-564-9834

Hours: LogistiCare takes requests for routine transportation by phone Monday through Friday from 8 a.m. to 5 p.m. Routine transportation should be scheduled 48 hours (2 business days) before your appointment.

If you live in the Houston/Beaumont Area:
Call MTM
• Phone reservations: 1-855-687-4786
• Where’s My Ride: 1-888-513-0706
Hours: 7 a.m. to 6 p.m., Monday-Friday. Call 1-855-MTP-HSTN or 1-855-687-4786 at least 48 hours before your visit. If it’s less than 48 hours until your appointment and it’s not urgent, MTM might ask you to set up your visit at a different date and time.

All other areas of the state:
Call MTP
• Phone reservations: 1-877-633-8747 (1-877-MED-TRIP)
All requests for transportation services should be made within 2-5 days of your appointment.

Interpreter services

Can someone interpret for me when I talk with my doctor? Who do I call for an interpreter?
Anytime during your health care experience if you need help with special language services including interpreters we have a language line to assist. Call us at the toll-free number on your ID card. At the time of your call, we will get a language interpreter that speaks your language on the line. People that are deaf or hearing impaired can call the TTY line at 1-800-735-2989.

How can I get a face-to-face interpreter in the provider’s office? How far in advance do I need to call?
We can also help you if you need an interpreter to go with you to your doctor’s office. As soon as you know the date of your appointment, please call us at the toll-free number on your ID card. We need 72 hours advance notice of a need for an interpreter.

Women’s health

What if I need OB/GYN care? Do I have the right to choose an OB/GYN?
Attention female members - Parkland HEALTHfirst allows you to pick an OB/GYN but this doctor must be in the same network as your primary care provider. You have the right to pick an OB/GYN without a referral from your primary care provider. An OB/GYN can give you:
• One well-woman checkup each year
• Care related to pregnancy
• Care for any female medical condition
• Referral to special doctor within the network
How do I choose an OB/GYN?
Check our provider directory to find an in-network OB/GYN. You can also get a copy of the provider directory online at www.ParklandHMP.com or call us at the toll-free number on your ID card for help in finding an OB/GYN.

If I do not choose an OB/GYN, do I have direct access?
You can contact any OB/GYN in the Parkland HEALTHfirst network directly to receive services.

Will I need a referral?
You have the right to pick an OB/GYN from our network without a referral from your primary care provider.

How soon can I be seen after contacting my OB/GYN for an appointment?
If you are pregnant, you should be seen within 2 weeks of enrollment or by the 12th week of your pregnancy. If you are not pregnant, you should be seen within 3 weeks of asking for an appointment.

Can I stay with my OB/GYN if they are not with Parkland HEALTHfirst?
If you are pregnant and are past the 4th week of your pregnancy when you join, you will be able to stay under the care of your current OB/GYN. If you want, you can pick an OB/GYN who is in our network as long as the provider agrees to treat you. We can help with the changes between doctors.

What if I am pregnant? Who do I need to call?
First, call your primary care provider. Your primary care provider can help you get the care you need for your pregnancy. You should also call your Medicaid caseworker to let them know that you are pregnant. Don’t forget to call Parkland HEALTHfirst to let us know that you will be having a baby.

If you do not have an OB/GYN, we will help you find a doctor within two (2) weeks after you ask us to help you.

You should keep all of your prenatal appointments. This will help keep your baby healthy. Remember to get all your checkups after you have your baby. You should be seen by an OB-GYN within 2 weeks after you ask for the appointment. If you would like to take prenatal classes, you can call Parkland HEALTHfirst Member Services at 1-888-672-2277 to find classes near you.

Call the Parkland HEALTHfirst Member Services at 1-888-672-2277 for more information.

What other services/activities/education does Parkland HEALTHfirst offer pregnant women?
Parkland HEALTHfirst has a special program to keep you and your baby healthy while you are pregnant. Parkland HEALTHfirst offers free gifts to members who take and complete prenatal classes. You will need to provide proof that you completed the prenatal class.
Call the Parkland HEALTHfirst Member Services at **1-888-672-2277** for more information.

**Where can I find a list of birthing centers?**
Please contact Member Services at **1-888-672-2277** or you can search our provider directory online at [www.ParklandHMO.com](http://www.ParklandHMO.com) to find out which birthing centers are in our network.

**Can I pick a primary care provider for my baby before the baby is born?**
You should call us before your baby is born or as soon as possible to pick a pediatrician (baby doctor). You will be able to pick your baby’s doctor from a list of doctors in the Parkland HEALTHfirst provider directory.

**How and when can I switch my baby’s primary care provider?**
To change your baby’s primary care provider, call us at the toll-free number on your ID card. We can change your baby’s primary care provider on the same day you ask for the change. The change will be effective immediately.

**Can I switch my baby’s health plan?**
For at least 90 days from the date of birth, your baby will be covered by the same health plan that you are enrolled in. You can ask for a health plan change before the 90 days is up by calling the Enrollment Broker at **1-800-964-2777**. You cannot change health plans while your baby is in the hospital.

**How do I sign up my newborn baby? How and when do I tell my health plan?**
It is important that you call us at the toll-free number on your ID card, as soon as possible so we can make sure you know about the health services for your baby.

**How can I receive healthcare after my baby is born (and I am no longer covered by Medicaid)?**
After your baby is born you may lose Medicaid coverage. You may be able to get some health care services through the Texas Women's Health Program and the Department of State Health Services (DSHS). These services are for women who apply for the services and are approved.

**How and when do I tell my caseworker?**
You will need to contact your Medicaid caseworker as soon as your baby is born to enroll your baby in Medicaid.

**Texas Women's Health Program**

The Texas Women's Health Program provides family planning exams, related health screenings and birth control to women ages 18 to 44 whose household income is at or below the program’s income limits (185 percent of the federal poverty level). You must submit an application to find out if you can get services through this program.

To learn more about services available through the Texas Women's Health Program, write, call, or visit the program’s website:
Texas Women's Health Program
P.O. Box 14000
Midland, TX 79711-9902
Phone: 1-800-335-8957
Website: www.texaswomenshealth.org
Fax: (toll-free) 1-866-993-9971

DSHS Primary Health Care Program

The DSHS Primary Health Care Program serves women, children, and men who are unable to access the same care through insurance or other programs. To get services through this program, a person’s income must be at or below the program’s income limits (200 percent of the federal poverty level). A person approved for services may have to pay a co-payment, but no one is turned down for services because of a lack of money.

Primary Health Care focuses on prevention of disease, early detection and early intervention of health problems. The main services provided are:

- Diagnosis and treatment
- Emergency services
- Family planning
- Preventive health services, including vaccines (shots) and health education, as well as laboratory, x-ray, nuclear medicine or other appropriate diagnostic services.

Secondary services that may be provided are nutrition services, health screening, home health care, dental care, rides to medical visits, medicines your doctor orders (prescription drugs), durable medical supplies, environmental health services, treatment of damaged feet (podiatry services), and social services.

You will be able to apply for Primary Health Care services at certain clinics in your area. To find a clinic where you can apply, visit the DSHS Family and Community Health Services Clinic Locator at http://txclinics.com/. To learn more about services you can get through the Primary Health Care program, email, call, or visit the program’s website:

  Website: www.dshs.state.tx.us/phc/
  Phone: 512-776-7796
  Email: PPCU@dshs.state.tx.us

DSHS Expanded Primary Health Care Program

The Expanded Primary Health Care program provides primary, preventive, and screening services to women age 18 and above whose income is at or below the program’s income limits (200 percent of the federal poverty level). Outreach and direct services are provided through community clinics under contract with DSHS. Community health workers will help make sure women get the preventive and screening services they need. Some clinics may offer help with breast feeding.
You can apply for these services at certain clinics in your area. To find a clinic where you can apply, visit the DSHS Family and Community Health Services Clinic Locator at http://txclinics.com/.

To learn more about services you can get through the DSHS Expanded Primary Health Care program, visit the program’s website, call, or email:

Website: www.dshs.state.tx.us/ephc/Expanded-Primary-Health-Care.aspx
Phone: 512-776-7796
Fax: 512-776-7203
Email: PPCU@dshs.state.tx.us

DSHS Family Planning Program
The Family Planning Program has clinic sites across the state that provide quality, low-cost, and easy-to-use birth control for women and men. To find a clinic in your area visit the DSHS Family and Community Health Services Clinic Locator at http://txclinics.com/. To learn more about services you can get through the Family Planning program, visit the program’s website, call, or email:

Website: www.dshs.state.tx.us/famplan/
Phone: 512-776-7796
Fax: 512-776-7203
Email: PPCU@dshs.state.tx.us

Special health care needs

Who do I call if I have special health care needs and need someone to help me?
Case Managers are ready to help you if you have special health care needs. You can also have your health care provided by a specialist if you have special health care needs. If you have special health care needs and you need someone to help you, please call us at the toll-free number on your ID card to learn more.

Medical care decisions

What if I am too sick to make a decision about my medical care? What are advance directives?
How do I get an advance directive?
An advance directive is a written statement that you complete before a serious illness. This statement tells how you want medical decisions made. If you can’t make treatment decisions, your doctor will ask your closest relative or friend to help you decide what is best for you. Sometimes everyone doesn’t agree about what to do. That’s why it is helpful if you tell us in advance what you want to happen if you can’t speak for yourself. If you do not have an advance directive and you would like more information on how to get one, call us at the toll-free number on your ID card. We will be glad to help you.
Renewal Process

What do I have to do if I need help with completing my renewal application?
Families must renew their child’s Medicaid coverage every year. In the months before a child’s coverage is due to end, HHSC will send the family a renewal packet in the mail. The renewal packet contains an application. It also includes a letter asking for an update on the family’s income and cost deductions. Instructions and additional information can be located at http://chipmedicaid.org/CommunityOutreach/How-to-Renew).

What happens if I lose my Medicaid coverage?
If you lose Medicaid coverage but get it back again within six (6) months you will get your Medicaid services from the same health plan you had before losing your Medicaid coverage. You will also have the same Primary Care Provider you had before.

What if I get a bill from my doctor? Who do I call? What information will they need?
If the bill is for a Medicaid covered service, you will not have to pay. Call us at the toll-free number on your ID card if you get a bill in the mail from your doctor. We will call the doctor’s office for you to explain your benefits and arrange for your bill to be paid. When you call us, please have your Parkland HEALTHfirst ID card, Your Texas Benefits Medicaid Card, and the doctor’s bill with you. We will need this information, so we can help you quickly.

What do I have to do if I move?
As soon as you have your new address, give it to the local HHSC benefits office and Parkland HEALTHfirst’s Member Services Department at 1-888-672-2277. Before you get Medicaid services in your new area, you must call Parkland HEALTHfirst unless you need emergency services. You will continue to get care through Parkland HEALTHfirst until HHSC changes your address.

If you are an AA/PCA member and need to change your address or phone number:
• The adoptive parent or permanency care assistance caregiver should contact the DFPS regional adoption assistance eligibility specialist assigned to his or her case.
• If the parent or caregiver doesn’t know who the assigned eligibility specialist is, they can contact the DFPS hotline, 1-800-233-3405, to find out.
• The parent or caregiver should contact the adoption assistance eligibility specialist to assist with the address change.

What if I have other health insurance in addition to Medicaid?
Medicaid and private insurance
You are required to tell Medicaid staff about any private health insurance you have. You should call the Medicaid Third Party Resources hotline and update your Medicaid case file if:
• Your private health insurance is cancelled
• You get new insurance coverage
• You have general questions about third party insurance

You can call the hotline toll-free at 1-800-846-7307.
If you have other insurance, you may still qualify for Medicaid. When you tell Medicaid staff about your other health insurance, you help make sure that Medicaid only pays for what your other health insurance does not cover.

**IMPORTANT:** Medicaid providers cannot turn you down for services because you have private health insurance, as well as Medicaid. If providers accept you as a Medicaid patient, they must also file with your private health insurance company.

### Quick Tips for Members

**Should you go to the ER, Urgent Care, or call my Primary Care Provider?**

**See your Primary Care Provider**
- When you are out of medicine
- If you have questions about your medicine
- When you have an earache, cough, cold, fever, sore throat
- When you have a minor injury, burn or cut
- Routine asthma care
- When you need vaccines

**Go to Urgent Care (if your doctor’s office is closed)**
- When you have an earache, cough, cold, fever, sore throat
- When you have a minor injury, burn or cut

**Go to the Emergency Room**
- Having a hard time breathing
- Bleeding does not stop
- Poisoning
- Broken bones
- Asthma attack
- Passing out (fainting)
- Deep cuts or burns

**Dental Checkups**
Dental checkups should start at 6 months of age. Dental checkups should be done every six months unless the dentist needs to see your child more often. Your child’s dental Medicaid dental plan includes services that prevent tooth decay and fix dental problems. You do not need a referral form your doctor.

**My child has a fever**
Fever can be a sign of infection. Fever can be a reason to call the doctor, especially for babies under three months old. Call your provider if your child is not taking fluids, is very fussy, your child won’t wake up, is vomiting or looks very ill.

1 to 2 months old  
100.5º Call your doctor right away
3 to 4 months old 100.5° Call your doctor if the fever lasts more than 24 hours
Over 4 months old 103° Call your doctor if the fever last more than 2 days after giving medicine.

Member rights and responsibilities

What are my rights and responsibilities?

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 complaint and appeal process available 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.

10. You have the right to receive information about the organization, its services, its practitioners and providers and members rights and responsibilities.

11. You have the right to make recommendation regarding the organizations member rights and responsibilities policy.

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 plans 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 keep yourself healthy. 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.
5. You must follow plans and instructions for care that they have agreed to with their practitioners.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at 1-800-368-1019. You also can view information concerning the HHS Office of Civil Rights online at www.hhs.gov/ocr.

Member safety
We think it is important to teach our members about health safety. Here are some important tips:
- Be involved in every decision about your health care. You can know what you and your doctor can do to improve and/or stay healthy if you are involved.
- Ask questions. You have a right to question anyone who is involved with your care.
- Make sure your doctor knows about all medicines you are taking. Medications can include those given to you by your doctor or bought in a store. Ask that these be written down in your medical file.
- Make sure your doctor knows if you have any allergies or bad reactions to medicines. This can help you avoid getting medicines that could harm you.
- Ask for information about your health care in a language you can understand. Be sure you are clear on the amounts of medicine you should take. You should ask your doctor how you will react if taking one or more kinds of medicines at the same time.

Complaint process

What should I do if I have a complaint? Who do I call to help me with filing a complaint?
We want to help. If you have a complaint, please call us toll-free at 1-888-672-2277 to tell us about your problem. A Parkland HEALTHfirst Member Advocate can help you file a complaint. Just call 1-888-672-2277. Most of the time, we can help you right away or at the most within a few days.
Can someone from Parkland HEALTHfirst help me file a complaint?
Our Member Advocate can help you file a complaint. The Member Advocate will write down your concern. You can also send a written complaint to the Member Advocate at:

- Parkland HEALTHfirst
  - Attention: Member Advocate
  - P.O. Box 569005
  - Dallas, TX 75356-9005
  - 1-888-672-2277

How long will it take to process my complaint?
Your complaint will be handled within (30) calendar days from the date Parkland HEALTHfirst receives your complaint. It could take less than 30 days. You will get a letter that tells you how your complaint was resolved. This letter will explain the complete complaint and appeal process. It will also tell you about your appeal rights. If the complaint is for an emergency for inpatient hospital or on-going care, Parkland HEALTHfirst will resolve your complaint within one (1) business day.

What are the requirements and timeframes for filing a complaint?
When we get the complaint from you, we will send you a letter within five (5) days to let you know that your complaint came to us. We will send you another letter within thirty (30) days from the date we got your complaint that will give you the results.

If I am not satisfied with the outcome, who else can I contact?
If you are not happy, you can call us at the toll-free number on your ID card and ask for an appeal. You can ask for an appeal of a complaint resolution by writing to:

- Parkland HEALTHfirst
  - Attention: Member Advocate
  - P.O. Box 569005
  - Dallas, TX 75356-9005
  - 1-888-672-2277

Once you have gone through the Parkland HEALTHfirst complaint process, you can complain to the Health and Human Services Commission (HHSC) by calling toll-free at 1-866-566-8989. If you would like to make your complaint in writing, please send it to the following address:

- Texas Health and Human Services Commission
  - Health Plan Operations H-320
  - ATTN: Resolution Services
  - P.O. Box 85200
  - Austin, TX 78708-5200

If you can get on the Internet, you can send your complaint in an email to HPM_Complaints@hhsc.state.tx.us.
**Do I have a right to meet with a complaint appeal panel?**

Within five (5) days of getting your request for an Appeal of a Complaint, the Member Advocate will send you a letter to let you know that your complaint appeal came to us. The Complaint Appeal Panel will look over the information you sent us and discuss your case. It is not a court of law. You have the right to appear in front of the Complaint Appeal Panel at a specific place to talk about the written complaint appeal you sent to us. When we make the decision on your appeal, we will send you a response in writing within thirty (30) days after we receive your appeal request.

Once you have gone through the Parkland HEALTHfirst complaint process, you can complain to the Texas Health and Human Services Commission (HHSC) by calling **1-866-566-8989** or writing to:

Texas Health and Human Services Commission  
Health Plan Operations H-320  
ATTN: Resolution Services  
P.O. Box 85200  
Austin, TX 78708-5200

If you can get on the Internet, you can send your complaint in an email to **HPM_Complaints@hhsc.state.tx.us**.

---

**Appeal process**

**What can I do if my doctor asks for a service or medicine for me that’s covered but Parkland HEALTHfirst denies it or limits it?**

Parkland HEALTHfirst will send you a letter about an action on a covered service that your doctor requests. An **action** means the denial or limited authorization of a requested service. It includes:

- the denial in whole or part of payment for a service  
- the denial of a type or level of service  
- the reduction, suspension, or termination of a previously authorized service

You have the right to ask for an appeal if you are not happy or disagree with the action. An appeal is the process by which you or a person authorized to act on your behalf, including your doctor, requests a review of the action. You or your doctor can send any additional medical information that supports why you disagree with the decision. You can call us at the toll-free number on your ID card and ask for an appeal. The Member Advocate will write down the information and send it to you for review. A written appeal can be sent to:

Parkland HEALTHfirst  
Attention: Member Advocate  
P.O. Box 569005  
Dallas, TX 75356-9005
How will I find out if services are denied?
If your services are denied, you and your doctor will get a letter that tells you the reason for denial. The letter will tell you how to file an appeal and how to ask for a State Fair Hearing.

What are the timeframes for the appeal process?
Your request for an appeal must be filed within sixty (60) days from the date of the notice of the action. To ensure continuity of currently authorized services, you must file the appeal on or before the later of 10 days following: Parkland HEALTHfirst mailing of the notice of the action or the intended start date of the proposed action.

The timeframe for the resolution of the appeal will depend on what services have been denied. If you are in the hospital or are already receiving services that are being limited or denied, you can call and ask for an expedited appeal. The expedited appeal process is explained below.

Your request for an appeal can be verbal or in writing. If the appeal is received verbally, the Member Advocate will write down the information and send it to you for review. You will need to return the form to the Member Advocate. A written request can be sent to:

Parkland HEALTHfirst
Attention: Member Advocate
P.O. Box 569005
Dallas, TX 75356-9005

The resolution of your appeal can be extended up to fourteen (14) calendar days of the appeal if you ask for more time, or if Parkland HEALTHfirst can show that we need more information. We can only do this if more time will help you. We will send you a letter telling you why we asked for more time.

For a standard appeal, the Member Advocate will send you a letter within five (5) days of receiving the request for an appeal. This letter is to let you know that your request came to us. Parkland HEALTHfirst will send all information we have to a doctor who was not part of making the first decision. You will get a written response on your appeal within thirty (30) days after your appeal was sent to us.

You can ask a State Fair Hearing at any time after Parkland HEALTHfirst’s appeal process has been completed.

When do I have the right to ask for an appeal?
If you don’t agree with the decision made by Parkland HEALTHfirst about a benefit or service, including denial for payment of services in whole or in part, you can ask Parkland HEALTHfirst for an appeal. You do not have a right to an appeal if the services you requested are not covered under Medicaid. You do not have a right to an appeal if a change is made to the state or federal law, which affects some or all of Medicaid recipients.

Does my request have to be in writing?
Your request does not have to be in writing. You can ask for an appeal by calling us and asking for the Member Advocate. We will write down what you tell us and send it to you to review.
Every verbal appeal must be confirmed by a written, signed Appeal form by the member or his or her representative, unless an expedited appeal is requested.

**Can someone from Parkland HEALTHfirst help me file an appeal?**
You can get help in filing an appeal by calling us at the toll-free number on your ID card or writing to:

Parkland HEALTHfirst  
Attention: Member Advocate  
P.O. Box 569005  
Dallas, TX 75356-9005

The Member Advocate will listen to your appeal and tell you about the rules. The Member Advocate will answer your questions and see that you are treated fairly.

**Expedited appeal process**

**What is an expedited appeal?**
An expedited appeal is when the health plan has to make a decision quickly based on the condition of your health and taking the time for a standard appeal could jeopardize your life or health.

**How do I ask for an expedited appeal?**
You can ask for an expedited appeal by calling us at the toll-free number on your ID card or writing to:

Parkland HEALTHfirst  
Attention: Member Advocate  
P.O. Box 569005  
Dallas, TX 75356-9005

**Does my request have to be in writing?**
Your request does not have to be in writing. You can ask for an expedited appeal by calling our Member Services Department.

**What are the timeframes for an expedited appeal?**
The timeframe for resolution will be based on your medical emergency condition, procedure, or treatment, but will not take more than (24) hours from the date we receive all information necessary to review your appeal request. Parkland HEALTHfirst will let you know the final decision of the expedited appeal in writing within seventy-two (72) hours.

**What happens if Parkland HEALTHfirst denies the request for an expedited appeal?**
If you ask for an expedited appeal that does not involve an emergency, an ongoing hospitalization, or services that are already being provided, you will be told that the appeal cannot be rushed. We will continue to work on the appeal within the standard timeframe and respond to you within thirty (30) days from the time the appeal was received.
**Who can help me in filing an expedited appeal?**

You can ask for an appeal by calling us at the toll-free number on your ID card and asking for the Member Advocate or writing to:

Parkland HEALTHfirst  
Attention: Member Advocate  
P.O. Box 569005  
Dallas, TX 75356-9005  

The Member Advocate will listen to your appeal and explain the rules to you. The Member Advocate will answer your questions and see that you are treated fairly.

**State Fair Hearing**

**Can I ask for a State Fair Hearing?**

If you, as a member of the health plan, disagree with the health plan’s decision, you have the right to ask for a fair hearing. You may name someone to represent you by writing a letter to the health plan telling them the name of the person you want to represent you. A doctor or other medical provider may be your representative. If you want to challenge a decision made by your health plan, you or your representative must ask for the fair hearing within 120 days of the date on the health plan’s letter with decision. If you do not ask for the fair hearing within 120 days, you may lose your right to a fair hearing. To ask for a fair hearing you or your representative should either send a letter to the health plan at:

Parkland HEALTHfirst  
Attention: Member Advocate  
P.O. Box 569005  
Dallas, TX 75356-9005  
Or call: **1-888-672-2277**

You have the right to keep getting any service the health plan denied or reduced, at least until the final hearing decision is made if you ask for a fair hearing within ten (10) days from the date you get the health plan’s decision letter. If you do not request a fair hearing by this date, the service the health plan denied will be stopped.

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

HHSC will give you a final decision within 90 days from the date you asked for the hearing.
Fraud and Abuse information

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 ID.
- Using someone else’s Medicaid 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:
  Parkland HEALTHirst
  Attention: SIU Analyst
  P.O. Box 569005
  Dallas, TX 75356-9005
  1-888-761-5440 (toll-free)

To report waste, abuse or fraud, gather as much information as possible.
When reporting about a provider (doctor, dentist, counselor, etc.) include:

- Name, address and phone number of providers
- 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 the number 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

Annual notification

The following information is available to you on an annual basis:
As a member of Parkland HEALTHirst, you can ask for and get the following information each year:
• Information about network providers - at a minimum primary care doctors, specialists, and hospitals in our service area. This information will include names, addresses, telephone numbers, and languages spoken (other than English) for each network provider, plus identification of providers that are not accepting new patients.
• Any limits on your freedom of choice among network providers.
• Your rights and responsibilities.
• Information on complaint, appeal and fair hearing procedures.
• Information about benefits available under the Medicaid program, including amount, duration and scope of benefits. This is designed to make sure you understand the benefits to which you are entitled.
• How you get benefits including authorization requirements.
• How you get benefits, including family planning services, from out-of-network providers and/or limits to those benefits.
• How you get after hours and emergency coverage and/or limits to those kinds of benefits, including:
  – What makes up emergency medical conditions, emergency services and post-stabilization services.
  – The fact that you do not need prior authorization from your primary care provider for emergency care services.
  – How to get emergency services, including instructions on how to use the 911 telephone system or its local equivalent.
  – The addresses of any places where providers and hospitals furnish emergency services covered by Medicaid.
  – A statement saying you have a right to use any hospital or other settings for emergency care.
  – Post-stabilization rules.
• Policy on referrals for specialty care and for other benefits you cannot get through your primary care provider.
• Parkland HEALTH/first’s practice guidelines.

Subrogation

We can ask for reimbursement for medical expenses to treat an injury or illness that was caused by someone else. This is a “right of subrogation” provision. Under our right of subrogation, we reserve the right to get back the cost of medical benefits paid when another party is (or can be responsible) for causing the illness or injury to you. We can also ask to get back the cost of medical expenses from you if you get expenses from the other party.
Glossary

Appeal - A request for your managed care organization to review a denial or a grievance again.
Complaint - A grievance that you communicate to your health insurer or plan.
Copayment - A fixed amount (for example, $15) you pay for a covered health care service, usually when you receive the service. The amount can vary by the type of covered health care service.
Durable Medical Equipment (DME) - Equipment and supplies ordered by a health care provider for everyday or extended use. Coverage for DME may include: oxygen equipment, wheelchairs, crutches, or blood testing strips for diabetics.
Emergency Medical Condition - An illness, injury, symptom, or condition so serious that a reasonable person would seek care right away to avoid harm.
Emergency Medical Transportation - Ground or air ambulance services for an emergency medical condition.
Emergency Room Care - Emergency services you get in an emergency room.
Emergency Services - Evaluation of an emergency medical condition and treatment to keep the condition from getting worse.
Excluded Services - Health care services that your health insurance or plan doesn’t pay for or cover.
Grievance - A complaint to your health insurer or plan.
Habilitation Services and Devices - Health care services such as physical or occupational therapy that help a person keep, learn, or improve skills and functioning for daily living.
Health Insurance - A contract that requires your health insurer to pay your covered health care costs in exchange for a premium.
Home Health Care - Health care services a person receives in a home.
Hospice Services - Services to provide comfort and support for persons in the last stages of a terminal illness and their families.
Hospitalization - Care in a hospital that requires admission as an inpatient and usually requires an overnight stay.
Hospital Outpatient Care - Care in a hospital that usually doesn’t require an overnight stay.
Medically Necessary - Health care services or supplies needed to prevent, diagnose, or treat an illness, injury, condition, disease or its symptoms and that meet accepted standards of medicine.
Network - The facilities, providers, and suppliers your health insurer or plan has contracted with to provide health care services.
Non-participating Provider - A provider who doesn’t have a contract with your health insurer or plan to provide covered services to you. It may be more difficult to obtain authorization from your health insurer or plan to obtain services from a non-participating provider, instead of a participating provider. In limited cases such as there are no other providers, your health insurer can contract to pay a non-participating provider.
Participating Provider - A Provider who has a contract with your health insurer or plan to provide covered services to you.
Physician Services - Health care services a licensed medical physician (M.D. - Medical Doctor or D.O. - Doctor of Osteopathic Medicine) provides or coordinates.
Plan - A benefit, like Medicaid, to pay for your health care services.
Pre-authorization - A decision by your health insurer or plan before you receive it that a healthcare service, treatment plan, prescription drug, or durable medical equipment is medically necessary.
necessary. This is sometimes called prior authorization, prior approval, or pre-certification. Preauthorization isn’t a promise your health insurance or plan will cover the cost.

**Premium** - The amount that must be paid for your health insurance or plan.

**Prescription Drug Coverage** - Health insurance or plan that helps pay for prescription drugs and medications.

**Prescription Drugs** - Drugs and medications that by law require a prescription.

**Primary Care Physician** - A physician (M.D. - Medical Doctor or D.O. - Doctor of Osteopathic Medicine) who directly provides or coordinates a range of health care services for a patient.

**Primary Care Provider** - A physician (M.D. - Medical Doctor or D.O. - Doctor of Osteopathic Medicine), nurse practitioner, clinical nurse specialist, or physician assistant, as allowed under state law, who provides, coordinates, or helps a patient access a range of health care services.

**Provider** - A physician (M.D. - Medical Doctor or D.O. - Doctor of Osteopathic Medicine), health care professional or health care facility licensed, certified, or accredited as required by state law.

**Rehabilitation Services and Devices** - Health care services such as physical or occupational therapy that help a person keep, get back or improve skills and functioning for daily living that have been lost or impaired because a person was sick, hurt or disabled.

**Skilled Nursing Care** - Services from licensed nurses in your own home or in a nursing home.

**Specialist** - A physician specialist focuses on a specific area of medicine or a group of patients to diagnose, manage, prevent or treat certain types of symptoms and conditions.

**Urgent Care** - Care for an illness, injury or condition serious enough that a reasonable person would seek care right away, but not so severe as to require emergency room care.