Introduction

The Find a Doctor or Pharmacy search tool is updated on a daily basis.

This Find a Doctor or Pharmacy search tool lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may see as a Superior STAR+PLUS (MMP) member. We also list the pharmacies that you may use to get your prescription drugs.

We will refer to these lists as “network providers” in this Find a Doctor or Pharmacy search tool. These providers signed a contract with us to provide you services. This is a list of Superior’s STAR+PLUS MMP network providers for Bexar, Dallas, and Hidalgo counties.

This Find a Doctor or Pharmacy search tool includes providers for both Medicare and Texas Medicaid services.

A complete Directory of all providers and pharmacies is available and will be provided to members upon request.

Some Superior STAR+PLUS MMP providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at 1-866-896-1844 (TTY: 711) and we will help you.
The Superior STAR+PLUS MMP service area is Bexar, Dallas and Hidalgo counties. All cities and towns within these counties are listed below.

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<thead>
<tr>
<th>Bexar County Cities/Towns</th>
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<tr>
<td>Alamo Heights</td>
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<td>Olmos Park</td>
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<td>Hollywood Park</td>
<td>Randolph AFB CDP</td>
<td>Terrell Hills</td>
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<td>Kirby</td>
<td>San Antonio</td>
<td>Timberwood Park</td>
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<td>Cross Mountain</td>
<td>Lackland AFB CDP</td>
<td>Scenic Oaks</td>
<td>Universal City</td>
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<td>Leon Valley</td>
<td>Schertz</td>
<td>Von Ormy</td>
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<td>Fair Oaks Ranch</td>
<td>Live Oak</td>
<td>Selma</td>
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<td>Los Ebanos</td>
<td>Palmview South CDP</td>
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**Getting started in Superior STAR+PLUS MMP**

This section explains key terms you’ll see in our Provider and Pharmacy Directory.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services**
include medical care, long-term services and supports, supplies, prescription drugs, equipment and other services.

- The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.

- Providers that are a part of our plan’s network are called network providers.

- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay nothing for covered services.

- **A Primary Care Provider** (PCP) is a physician, physician assistant, nurse practitioner, general practitioner, primary care clinic, or internal medicine physician who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a referral if you need to see a specialist or other provider.

- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
  
  - Oncologists care for patients with cancer.
  
  - Cardiologists care for patients with heart conditions.
  
  - Orthopedists care for patients with certain bone, joint, or muscle conditions.

- You may need a referral to see a specialist or someone that is not your PCP. A referral means that your network PCP must give you approval before you can see the other provider. If you don’t get a referral, Superior STAR+PLUS MMP may not cover the service.

  - Referrals from your network PCP are not needed for:
    
    - Emergency care;
    
    - Urgently needed care;
    
    - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan’s service area; or
    
    - Services from a women’s health specialist.
Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan’s network.

More information on referrals is available in Chapter 3 of the Member Handbook.

You also have access to a service coordinator and a service care team that you choose.

A service coordinator helps you manage your medical providers and services.

Your service care team includes you, your chosen allies or legal representative, Primary Care Provider, service coordinator, LTSS Coordinator or Prepaid Inpatient Health Plans (PIHP) Supports Coordinator (as applicable), and others as needed. The service coordinator helps you manage your medical providers and services and ensures that the person-centered planning process is complete. The service coordinator will be responsible for:

- Assessing your needs for supports and services.
- Coordinating service care team meetings, as needed or as requested by you.
- Developing an Individual Integrated Care and Supports Plan (IICSP), also known as plan of care, based on the person-centered planning process.
- Ongoing care coordination to help you get access to, and timely delivery of, supports and services that are in line with your personal goals.
- Granting access to your medical record to care team members at your direction.

An Individual Care Team (ICT) works with you to develop, implement, and maintain your care plan and to coordinate the delivery of services and benefits as needed. This means that the ICT makes sure tests and labs are done no more than necessary and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will get your permission before sharing your medical information with other providers. Everyone on the service care team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.
Choosing a Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you should choose a Primary Care Provider. You may be able to have a specialist act as your PCP. To request a PCP, you can contact Member Services at 1-866-896-1844 from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711. You can also contact your Service coordinator at 1-855-772-7075 from 8 a.m. to 5 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. TTY users call 711.

To choose a PCP, you can click “Quick Name Search” from the home page of the Find a Provider or Pharmacy tool if you know the name of the provider you are looking for you. If not, click “Detailed Search.” Use the “Type of Provider” drop-down menu and choose “Primary Care Provider,“

- that you use now, or
- who has been recommended by someone you trust, or
- whose offices are easy for you to get to.

→ If you want help in choosing a PCP, please call Member Services at 1-866-896-1844 from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. TTY users call 711. Or, visit http://mmp.SuperiorHealthPlan.com.

→ If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask before you get the service or care.

Getting long-term services and supports

As a Superior STAR+PLUS MMP member, you may be able to get long-term services and supports (LTSS), such as home health, personal care, nursing home and home and community based services (adult day program, respite, expanded community living supports, preventive nursing services, private duty nursing, and other services). Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital. To access LTSS, contact your Service coordinator at 1-855-772-7075 from 8 a.m. to 5 p.m. CST, Monday through Friday. TTY users call 711.
Identifying Providers in Superior STAR+PLUS MMP’s Network

You may need a referral to see someone who is not a Primary Care Provider. There is more information about referrals in the “Getting started in Superior STAR+PLUS MMP” section above.

You must get all of your covered services from providers within our network that are affiliated with your PCP’s medical group. If you go to providers who are not in Superior STAR+PLUS MMP’s network (without prior authorization or approval from us), you will have to pay the bill.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if Superior STAR+PLUS MMP gives you permission first.

→ You may change providers within the network at any time. If you have been going to one network provider, you do not have to keep going to that same provider. For some providers, you may need a referral from your PCP.

→ Superior STAR+PLUS MMP works with all the providers in our network to accommodate the needs of people with disabilities. The list of network providers in this Find a Doctor or Pharmacy search tool includes information about the accommodations they provide. If you need to see a provider and are not sure if they offer the accommodations you need, Superior STAR+PLUS MMP can help you. Talk to your Service coordinator for assistance.

Finding Superior STAR+PLUS MMP providers in your area

This Find a Doctor or Pharmacy search tool is organized by address or zip code, and then by provider type. To find a provider in your area, follow these steps:

- First, enter your zip code or address. You can also click “Use my Current Location.”
- Next, click “Detailed Search” and use the “Type of Provider” drop down menu to find a specific type of provider (for example, PCP, cardiologist, etc.).
- Finally, click search for a list of providers near you.
- Note: If you know the name of a provider you are looking for, you can also search by provider name using the “Quick Name Search” icon.

List of network providers

This Find a Doctor or Pharmacy search tool of Superior STAR+PLUS MMP’s network providers contains:
• **Health care professionals** including primary care physicians, specialists, and mental health providers, such as outpatient behavioral health providers; and

• **Facilities** including hospitals, nursing facilities, and mental health facilities; and

• **Support providers** including those providing adaptive aids/medical equipment, adult foster care, assisted living, cognitive rehabilitation therapy, day activity and health services, dental services, emergency response services, employment assistance, financial management services, home delivered meals, minor home modifications, nursing services, occupational therapy, personal assistance services, physical therapy, respite, speech therapy, supported employment, and transition assistance services.

You may receive services from any of the providers on this list. For some services, you may need a referral from your PCP.

**Pharmacies**
This part of the **Find a Doctor or Pharmacy** search tool provides a list of pharmacies in Superior STAR+PLUS MMP’s network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside Bexar, Dallas and Hildalgo counties in which you live. You may also fill your prescriptions at these pharmacies. Please contact Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday, for additional information.

→ Superior STAR+PLUS MMP members must use network pharmacies to get prescription drugs.

• You must use network pharmacies except in emergency or urgent care situations.
  If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the Superior STAR+PLUS MMP Member Handbook for more information.

→ Some network pharmacies may not be listed in this **Find a Doctor or Pharmacy** search tool.

• Some network pharmacies may have been added or removed from our plan after this Directory was published.

For up-to-date information about Superior STAR+PLUS MMP network pharmacies in your area, please visit our web site at [http://mmp.SuperiorHealthPlan.com](http://mmp.SuperiorHealthPlan.com) or call Member Services at 1-866-896-1844 from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. TTY users call 711.
To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the Member Handbook and Superior STAR+PLUS MMP’s *List of Covered Drugs*. The current List of Covered Drugs can be found on our website at [http://mmp.SuperiorHealthPlan.com](http://mmp.SuperiorHealthPlan.com). Or you may contact Member Services at the number above to have one mailed to you.

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**Identifying pharmacies in our network**

Along with retail pharmacies, your plan’s network of pharmacies includes:

- Mail-Order Pharmacies
- Home infusion pharmacies
- Long-term care (LTC) pharmacies
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies

→ You are not required to continue going to the same pharmacy to fill your prescriptions. You can go to any of the pharmacies in our network.

→ You are not required to use a mail order pharmacy to fill your prescriptions.

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**Long-term supplies of prescriptions**

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.

- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. A 90-day supply has the same copay as a one-month supply.

Remember, Superior STAR+PLUS MMP members have $0 copays for all prescription drugs through their pharmacy benefit in 2016. You can get prescription drugs shipped to your home through our network mail order delivery program. Typically, you should expect to receive your prescription drugs within 16 days from the time that the mail order pharmacy receives the order. If you do not get your prescription drug(s) within this time, please contact us at 1-866-896-1844, 8 a.m. to 8 p.m., seven days a week. On weekends and federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711.
Superior STAR+PLUS MMP’s Network Pharmacies

To find a pharmacy using the Find a Doctor or Pharmacy search tool, follow these steps:

- First, enter your zip code or address.
- Next, use the “Type of Provider” drop down menu and select “Pharmacy.”
- You can then use the specialty drop down menu if you are looking for a specific type of pharmacy, like adaptive aids/medical equipment.
- Finally, click search to get a list of pharmacies close to your home.

Mail Order Pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program. Typically, you should expect to receive your prescription drugs within 16 days from the time that the mail order pharmacy receives the order. If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you do not want or need, please contact us at 1-866-896-1844 from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711.

Home Infusion Pharmacies

To get information on Home Infusion Pharmacies, please call Member Services at 1-866-896-1844 from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711.

Long-Term Care Pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Superior STAR+PLUS MMP through the facility’s pharmacy or another network pharmacy.

To get information on Long-Term Care Pharmacies, please call Member Services at 1-866-896-1844 from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays,
you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711.

Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) is a health plan that contracts with both Medicare and Texas Medicaid program to provide benefits of both programs to enrollees.

The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

Benefits may change on January 1 of each year.

You can get this information for free in other languages. Call Member Services at 1-866-896-1844 from 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711. The call is free.

Puede obtener esta información en otros idiomas gratis. Llame al 1-866-896-1844. El horario de atención es de 8 a. m. a 8 p. m., de lunes a viernes. Luego del horario de atención, los fines de semana y los días feriado, es posible que se le pida que deje un mensaje. Le devolveremos la llamada el próximo día hábil. La llamada es gratuita.

This Find a Doctor Search Tool includes providers for both Medicare and Texas Medicaid services.

You can get this information for free in other formats, such as large print, braille, or audio. Call Member Services at 1-866-896-1844 from 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711. The call is free.

If you would like this information in a format other than English or in an alternate format, please call 1-866-896-1844 (TTY: 711), 8 a.m. to 8 p.m. CST, Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. You can also email SHPMSCONTACTUS@centene.com.

Superior STAR+PLUS MMP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-866-896-1844 (TTY: 711).