

Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) | 2021 *Provider and Pharmacy Directory*

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Superior STAR+PLUS MMP and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 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 the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

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A. Disclaimers

- ❖ Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.
- ❖ This Directory 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.
- ❖ Out-of-network/non-contracted providers are under no obligation to treat Superior STAR+PLUS MMP members, except in emergency situations. Please call our Member Services number or see your *Member Handbook* for more information, including the cost-sharing that applies to out-of-network services.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Superior STAR+PLUS MMP’s network providers for Dallas, Hidalgo, and Bexar County.
- ❖ For a complete listing of all providers in the service area, please contact Member Services at 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 the next business day.

Dallas County Cities/Towns			
Addison	DeSoto	Highland Park	Rowlett
Balch Springs	Duncanville	Hutchins	Sachse
Carrollton	Farmers Branch	Irving	Seagoville
Cedar Hill	Ferris	Lancaster	Sunnyvale
Cockrell Hill	Garland	Lewisville	University Park
Combine	Glenn Heights	Mesquite	Wilmer
Coppell	Grand Prairie	Ovilla	Wylie
Dallas	Grapevine	Richardson	



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Hidalgo County Cities/Towns			
Abram	Hargill	McAllen	Penitas
Alamo	Havana	Mercedes	Perezville
Alton	Heidelberg	Midway North	Pharr
Cesar Chavez	Hidalgo	Midway South	Progreso
Citrus City	Indian Hills	Mila Doce	Progreso Lakes
Cuevitas	La Blanca	Mission	Relampago
Doffing	La Homa	Monte Alto	San Carlos
Donna	La Joya	Muniz	San Juan
Doolittle	La Villa	Murillo Colonia	Scissors
Edcouch	Laguna Seca	North Alamo	South Alamo
Edinburg	Linn	Olivarez	Sullivan City
Elsa	Llano Grande	Palmhurst	Villa Verde
Faysville	Lopezville	Palmview	Weslaco
Granjeno	Los Ebanos	Palmview South	West Sharyland

Bexar County Cities/Towns			
Alamo Heights	Grey Forest	Lytle	Shavano Park
Balcones Heights	Helotes	Macdona	Somerset
Castle Hills	Hill Country Village	Olmos Park	Saint Hedwig
China Grove	Hollywood Park	Randolph AFB	Terrell Hills
Converse	Kirby	San Antonio	Timberwood Park
Cross Mountain	Lackland AFB	Scenic Oaks	Universal City
Elmendorf	Leon Valley	Schertz	Von Ormy
Fair Oaks Ranch	Live Oak	Selma	Windcrest]

- ❖ **ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. 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 the next business day. The call is free.
- ❖ **ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-896-1844 (TTY: 711) de 8 a. m. a 8 p. m., de lunes a viernes. Luego del horario de atención, los fines de semana y los días feriados, es posible que se le pida que deje un mensaje. Le devolveremos la llamada el próximo día hábil. La llamada es gratuita.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. 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 the next business day. The call is free.



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- ❖ Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) wants to make sure you understand your health plan information. We can send materials to you in alternate formats if you ask for it this way.

Please call us if:

- You want to get your materials in Spanish or in an alternate format.
or
- You want to change the language (English/Spanish) or format that we send you materials.

If you need help understanding your plan materials, please contact Superior STAR+PLUS MMP Member Services at 1-866-896-1844 (TTY: 711). Hours are 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.

- ❖ Nursing Facility information can be found in the MMP *Member Handbook*. To get a copy of the handbook, visit mmp.SuperiorHealthPlan.com or call Member Services at 1-866-896-1844 (TTY: 711). Providers can access a copy of the Nursing Facility Provider Manual by visiting www.superiorhealthplan.com/providers/training-manuals.html or calling Provider Services at 1-877-391-5921.
- ❖ This Directory lists providers of both Medicare and Medicaid services.
- ❖ The list is up-to-date as of the day you do your search, but you need to know that:
 - Some Superior STAR+PLUS MMP network providers may have been added or removed from our network after this Directory was published.
 - 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.
 - To get the most up-to-date information about Superior STAR+PLUS MMP's network providers in your area, visit mmp.SuperiorHealthPlan.com or call Member Services at 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.



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Doctors and other health care professionals in Superior STAR+PLUS MMP's network are listed on pages in the *Primary Care Provider and Specialty* sections. Pharmacies in our network are listed on pages in the *Pharmacy* section.



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B. Providers

B1. Key terms

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 (LTSS), 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 primary care provider (PCP). A **referral** means that your PCP must give you approval before you can see someone that is not your PCP. If you don't get a referral, Superior STAR+PLUS MMP may not cover the service.
 - Referrals from network are not needed for:



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- 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 coordination team** that you choose.
- A **Service Coordinator** helps you manage your medical providers and services.
 - Your **service coordination team** or your Interdisciplinary Care Team (ICT), 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. Everyone on the service coordination 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.

B2. 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.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 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 the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

To choose a PCP, go to the list of providers and choose a 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: 711. Or, visit 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.

B3. Long-term services and supports (LTSS)

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). LTSS 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.

B4. How to identify 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 Section B1 of this *Provider and Pharmacy Directory*.

You must get all of your covered services from providers within our network. 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.

A **prior authorization** is an approval from Superior STAR+PLUS MMP before you can get a specific service, drug, or see an out-of-network provider. Superior STAR+PLUS MMP may not cover the service or drug if you don't get approval.



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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.

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- You may change providers within the network at any time during the year. 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 below 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.

B5. How to find Superior STAR+PLUS MMP providers in your area

This Provider Directory is organized by provider type, then by the city. Look for the type of provider (for example, PCP, cardiologist, etc.) then the city in which you live. You can also visit the website at mmp.SuperiorHealthPlan.com for the most current provider listing.

B6. List of network providers

This Directory 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.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 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 the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

Providers are listed in alphabetical order by last name. You can also find the provider's name and the page where the provider's additional contact information is in the Index at the end of the Directory. Providers are also listed in alphabetical order by last name in the Index. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.



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C. Superior STAR+PLUS MMP's network providers

Call Member Services at 1-866-896-1844 (TTY: 711), if you need information about a provider's other credentials and/or certifications, completion of cultural competence training, and/or areas of training and experience. Hours are 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.

You may get services from any of the providers on this list.

For some services, you may need a referral from your PCP.



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Accessibility Information

Below is information used in the provider directory to indicate accessibility at a provider office or building site. This information is not a promise that every doctor will always have the access that you may need. If you have a disability, you should call the doctor's office to talk about your access needs.



Accessibility Requirements:

All Criteria Met: if the provider meets all (49) Critical Elements (CE) for disability access in four (4) main areas:
 Parking, Exterior Building, Interior Building, and Programmatic Access.

Some Criteria Met: if the provider does not meet 1 or more of the CEs.

No Criteria Met: if provider reports having no disability access for all of the CEs.


Details Pending: if there is no data to support any of the 4 main areas.

Indicator	Definition	Criteria
P	Parking	Parking spaces and van-accessible space(s), are accessible. Curbs to on-site parking, public transportation, and the side walk at the site entrance have curb ramps.
EB	Exterior Building	There is an accessible ramp to the building. Curb ramps and other ramps to the building are wide enough for a wheelchair/scooter. There are handrails on both sides of the ramp. Doors are wide enough for wheelchair/scooter to enter and the doors have handles that are easily opened.

(This section is continued on the next page.)



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IB	Interior Building	Doors are wide enough for a wheelchair/scooter and have handles that are easily opened. There are interior ramps that have handrails. If an elevator is present, it must be free for public use. The elevator has easy-to-hear sounds and Braille buttons within reach. The elevator is large enough for a wheelchair/scooter to turn around. The restroom is accessible, has doors wide enough for wheelchair/scooter and are easy to open. Offices have accessible equipment and clear for space where the equipment is for side transfers by wheelchair or scooter users. Lift equipment exists when needed. If office has a chair lift, it can be used without help.
PA	Programmatic Access	Programmatic access includes, but is not limited to: accessible communication and materials in other formats given in a timely manner, staff help with follow-up visit planning, and other disability-related support (people with disabilities who cannot wait in waiting room are seen right away).
~	Rx	This pharmacy can provide an extended day supply.
+	New patients	Physician is currently accepting new patients.
#	Existing only	Physician is currently accepting existing patients only.
*	No patients	Physician is not currently accepting patients at this time.
	Bus route	Provider indicated this location is on bus route.

Superior STAR+PLUS MMP cannot guarantee the accuracy of provider self-reported disability access information as it has not been verified by the health plan through an in-person Accessibility Site Review (ASR). Members are encouraged to contact the provider in advance to ask about disability access, and to contact the health plan immediately if the self-reported information is not accurate.



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D. List of network pharmacies

This part of the Directory 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.

- 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 Directory.
 - 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 website at mmp.SuperiorHealthPlan.com or call Member Services at 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 the next business day. The call is free.

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 mmp.SuperiorHealthPlan.com. Or you may contact Member Services at the number above to have one mailed to you.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 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 the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

D1. How to identify pharmacies in Superior STAR+PLUS MMP network

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

- Mail order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Specialty pharmacies
- You are not required to continue going to the same pharmacy to fill your prescriptions.

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

D2. 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.**



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E. Superior STAR+PLUS MMP's network pharmacies

This pharmacy directory is organized by pharmacy type, county, and city. Look for the type of pharmacy first (for example, retail, mail order, home infusion, etc.), then look for your county and city to find a pharmacy close to your home. You can also visit the website at mmp.SuperiorHealthPlan.com for the most current pharmacy listing. You can go to any of the pharmacies in our network.



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E1. Mail order pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program. If the mail order pharmacy gets a prescription directly from a prescriber, they will call you first to confirm you want the drug(s). Please make sure to let the pharmacy know the best way to contact you.

You also have the choice to sign up for automated mail order delivery. Typically, you should expect to get your prescription drugs within 10 days from the time that the mail order pharmacy gets 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 did not want or need, please contact us at 1-866-896-1844, TTY: 711. Or call your mail order pharmacy, CVS Caremark at 1-888-624-1139, TTY: 711. To learn more about mail order pharmacies, see Chapter 5 of the *Member Handbook*.



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E2. Home infusion pharmacies

To get information on Home Infusion Pharmacies, please call Member Services at 1-866-896-1844. Hours are 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. The call is free. For more information, visit mmp.SuperiorHealthPlan.com.



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E3. 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 learn more about drug coverage in special cases, see Chapter 5 of the *Member Handbook*.

Long-term care pharmacies are generally for residents of a long-term care facility and may not be available to all members. For more information, please call 1-866-896-1844 (TTY users call 711), from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day.



If you have questions, please call Superior STAR+PLUS MMP at 1-866-896-1844 (TTY: 711), 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 the next business day. The call is free. **For more information**, visit mmp.SuperiorHealthPlan.com.

E4. Specialty Pharmacies

Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions such as cancer, rheumatoid arthritis, hemophilia, H.I.V. For more information, please call 1-866-896-1844 (TTY users call 711), from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day.



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