

Transforming Medicaid Access for Children with Disabilities Through the STAR Kids App

Medicaid programs are essential in providing healthcare services to vulnerable populations, particularly children and youth with disabilities. The STAR Kids program in Texas is designed to support these individuals by offering specialized Medicaid-managed care services. However, many families still face challenges navigating benefits, coordinating care, and accessing necessary services.

To bridge these gaps, MobexHealth developed the STAR Kids App, powered by the MobexHealth Plus platform. This innovative solution is designed not only to improve daily care coordination but also to support both the child and guardian through the critical transition from youth to adult Medicaid programs, helping ensure continuity of coverage and care.

The Challenges in STAR Kids Care Coordination

Children and youth with disabilities require specialized, coordinated healthcare services that address their unique needs. Despite the availability of Medicaid resources, several challenges persist:

- **Complex Care Needs:** STAR Kids members often require multi-faceted care plans, specialists, and therapies that need to be managed efficiently.
- **Limited Accessibility:** Many families struggle with accessing critical healthcare services, care plans, and provider information.
- **Caregiver Burden:** Parents and caregivers experience difficulties in coordinating multiple aspects of care, including appointments, medications, and Medicaid benefits.
- **Communication Barriers:** A lack of streamlined communication channels between members, caregivers, and Managed Care Organizations (MCOs) can result in delays and gaps in care.

MobexHealth Plus: The Foundation of the STAR Kids App

MobexHealth Plus serves as the foundation for the STAR Kids App, delivering a secure, user-friendly, and HIPAA-compliant digital platform designed to address these challenges. Key capabilities of the app include:

- **Personalized Member Dashboard:** Provides real-time access to health records, care plans, and Medicaid benefits, ensuring members and caregivers stay informed.
- **Integrated Telehealth & Virtual Support:** Enables secure communication between members, caregivers, healthcare providers, and care managers to facilitate timely care interventions.
- **Appointment & Medication Management:** Simplifies scheduling, sends reminders, and offers adherence tracking to improve health outcomes.

- **Comprehensive Care Coordination Hub:** Connects members with their care teams, specialists, and available social support services.
- **Transition Support Tools:** Tracks key milestones in the shift from youth to adult Medicaid, helping guardians and youth stay on top of timelines, required forms, and eligibility steps to prevent gaps in coverage.

Impact on STAR Kids Members and Caregivers

The STAR Kids App delivers tangible benefits that enhance the Medicaid experience for both members and caregivers:

- **Continuity of Coverage:** Milestone tracking ensures a smoother transition to adult Medicaid services, minimizing disruptions in care.
- **Improved Health Outcomes:** Proactive health management and timely access to care reduce emergency room visits and hospitalizations.
- **Enhanced Caregiver Support:** Digital tools simplify complex caregiving tasks, reducing stress and administrative burden.
- **Increased Member Engagement:** The app encourages active participation in healthcare decisions, improving adherence to care plans.
- **Regulatory Compliance and Operational Efficiency:** By automating documentation and verification processes, the platform ensures compliance with Medicaid regulations and enhances efficiency for MCOs.

The STAR Kids App represents a breakthrough in Medicaid service delivery for children and youth with disabilities in Texas. The app empowers members, caregivers, and healthcare providers with a comprehensive digital platform that simplifies care coordination, improves accessibility, and enhances overall health outcomes. As Medicaid programs continue to evolve, innovative solutions like the STAR Kids App set a new standard for digital health engagement, ensuring that vulnerable populations receive the quality care they deserve.