



MEMORANDUM

TO: Valued Medicaid Providers

FROM: El Paso Health

DATE: August 27, 2021

RE: Texas Health Steps Recipient Reminder Letters for Telemedicine Medical Check Ups

In response to the novel coronavirus (COVID-19) pandemic, Medicaid currently allows telemedicine medical Texas Health Steps (THSteps) checkups for children older than 24 months of age, through September 30, 2021. Children who receive remote delivery of a Texas Health Steps medical checkup are required to return to the provider for an in-person, follow-up visit within six months to receive any remaining checkup components that were not possible via remote delivery, such as the unclothed physical examination, immunizations and sensory screenings.

As a way to support families and ensure children receive a complete medical checkup, MAXIMUS, the state's Texas Health Steps outreach contractor, will send reminder letters beginning in mid-January to families with children who had their checkup by telemedicine and are due to receive an in-person follow-up visit for completion of the outstanding components of the THSteps medical checkup.

Resources: Texas Health Steps Telemedicine Guidance for Providers: Answers to Common Questions

<https://hhs.texas.gov/sites/default/files/documents/services/health/coronavirus-covid-19/thsteps-telemedicine-guidance-providers.pdf>

If you have questions regarding this correspondence please contact our Provider Relations Department for assistance at 915-532-3778 or toll free at 1-877-532-3778.