

# Compare Extra Services STAR+PLUS Medical Plans Offer in the Harris Service Area



(Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller, and Wharton counties)

## STAR+PLUS Program Services for Dual Eligible Members:

If you are covered by both Medicaid and Medicare, most of your basic health services and medicines your doctor orders (prescriptions) are covered by Medicare. Through STAR+PLUS you will get long-term services and help getting other services you need. The STAR+PLUS plan you pick will pay for Medicaid-approved medicines and services you get that are not covered by Medicare. These include long-term services such as:

- Adult day care
- Adult foster care
- Nursing
- Emergency response services
- Short-term help for caregivers
- Medical supplies
- Assisted living / home care
- Personal assistance (help with dressing, eating, and bathing)
- Adaptive aids (things like walkers and canes)
- Home modifications (things like wheelchair ramps and grab bars)
- Speech therapy (helping you learn to speak again or speak better)
- Occupational therapy (helping you learn to do everyday activities)
- Physical therapy (helping you learn to move around better or become stronger)

## Extra Services:

In addition to the services listed above, the STAR+PLUS medical plans in your area also offer extra services. These extra services cannot be used in place of services provided by Medicaid, including those provided by the following programs: Intermediate Care Facilities for Individuals with Intellectual Disabilities or Related Conditions (ICF-IID), Home and Community-based Services (HCS), Community Living Assistance and Support Services (CLASS), Deaf Blind with Multiple Disabilities (DBMD), and Texas Home Living (TxHmL).

Use this chart to compare the extra services each plan offers its members. If you have questions about a plan’s extra services, call the number under that plan’s name.

A “blank” under a plan’s name means that the plan does not offer the service listed.

	Amerigroup	Molina Healthcare of Texas	UnitedHealthcare Community Plan
For questions or doctor information:	1-800-600-4441	1-866-449-6849	1-888-887-9003
TTY line for people with a hearing or speech disability:	7-1-1 English and Spanish	1-800-735-2989 or 7-1-1	7-1-1 English and Spanish
Help for mental health, drug, or alcohol problems:	1-800-600-4441		
For prescription or medicine information:	1-800-600-4441		
Plan website:	www.myamerigroup.com	www.molinahealthcare.com	www.uhccommunityplan.com

Value-added Services	Amerigroup	Molina Healthcare of Texas	UnitedHealthcare Community Plan
24-Hour Nurse Line	Yes	Yes	Yes

<b>Value-added Services</b>	<b>Amerigroup</b>	<b>Molina Healthcare of Texas</b>	<b>UnitedHealthcare Community Plan</b>
Extra Help with Getting a Ride	Help getting a ride to doctor visits.	\$25 gas card for doctor follow-up visit within 30 days of leaving the hospital.	Help getting a ride to doctor visits.
Sports and School Physicals			Members ages 4 to 19.
Dental Services		Up to \$250 per year for dental checkups, x-rays and cleaning for members 21 and older.	
Temporary Phone Help	One free cell phone with up to 350 monthly minutes from Safelink. Amerigroup includes extra minutes and unlimited inbound text messages when enrolled with Amerigroup healthy text program.	Safelink will provide a free cell phone with up to 350 monthly minutes. Molina members will receive free, unlimited calls to Molina Member Services and unlimited free texting. Available to all members that qualify for the federal lifeline program.	
Help for Members with Asthma			Allergy-free mattress cover and pillowcase.
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) members 21 and older.	Up to an extra 8 hours respite services per calendar year for non-STAR+PLUS waiver members 21 and over.	<ul style="list-style-type: none"> <li>• In-home respite services for non-STAR+PLUS waiver members.</li> <li>• Home-delivered meals after getting out of the hospital for non-STAR+PLUS waiver members.</li> </ul>

Value-added Services	Amerigroup	Molina Healthcare of Texas	UnitedHealthcare Community Plan
<p style="text-align: center;">Gift Programs</p>	<p style="text-align: center;">Free first aid kit for members who complete a personal disaster plan online.</p>	<ul style="list-style-type: none"> <li>• STAR+PLUS members with major depression and currently taking an antidepressant medication, who remain on their medication for 84 days would receive a \$20 gift card and an additional \$20 gift card for remaining on medication for 180 days.</li> <li>• \$20 gift card for STAR+PLUS members who complete an office visit with their primary care provider or behavioral health specialist within 7 days of hospitalization for a mental health condition and an additional \$20 gift card for completing an office visit within 30 days of hospitalization for a mental health condition.</li> <li>• One \$20 gift card each year for current female members between the ages of 50 to 74 at average risk, who complete a recommended mammogram.</li> <li>• \$20 gift card twice yearly for STAR+PLUS members who are diabetic and complete 2 visits with a registered dietitian.</li> <li>• \$10 gift card every six months for STAR+PLUS members with diabetes or high blood pressure who attend all of their Weight Watchers meetings and lose weight or maintain their weight loss.</li> <li>• \$10 Gift Card for STAR+PLUS members who complete a follow-up doctor visit within 30 days of getting out of the hospital.</li> <li>• \$10 Gift Card for STAR+PLUS Hidalgo members who complete a follow-up primary care provider visit within 3 weeks of being in the emergency room.</li> <li>• Free accessory tote bag for STAR+PLUS members. Available one time only.</li> </ul>	<ul style="list-style-type: none"> <li>• Gift card for work-out clothes for members who finish Weight Watchers or JOIN for ME program.</li> <li>• Gift card for members who complete their annual checkup.</li> <li>• “Mikey’s Guide to Summer Camps and Activities for Children with Disabilities” per family each year.</li> </ul>

Value-added Services	Amerigroup	Molina Healthcare of Texas	UnitedHealthcare Community Plan
Emergency Response Services (ERS)		Emergency response services for non-STAR+PLUS Waiver (non-SPW) members 21 and older.	
Health and Wellness Services	Coaching, written and online education and nicotine replacement therapy products including over-the-counter patches, gum or lozenges, for members 18 and older, delivered to the member's home.	<ul style="list-style-type: none"> <li>• Weight Watchers program meeting vouchers for members 15 and older with BMI of 30 or more and members who are diabetic with A1c of 8 or more.</li> <li>• Body weigh scale once yearly for STAR+PLUS members with congestive heart failure.</li> <li>• Free membership in National Stop-Smoking program for members 18 and older and pregnant women of any age.</li> <li>• Up to 10 home-delivered meals each year after getting out of hospital or nursing facility for non-STAR+PLUS waiver members 21 and older.</li> <li>• Home blood pressure monitoring kit for members with cardiovascular disease.</li> <li>• Home exercise kit (includes jump rope, tubing with handles, flat resistance band, pedometer, reflective arm band, Get Started guide, Exercise Flip Cards, 6 week fitness and nutrition plans, articles, recipes, advice, and online exercise library) for members 15 and older with BMI of 30 or more and members who are diabetic with A1c of 8 or more.</li> </ul>	<ul style="list-style-type: none"> <li>• Passes to attend Weight Watchers meetings.</li> <li>• Pack of name bands for members with IDD.</li> <li>• Alzheimer's Association Care planning session for members with Alzheimer's disease.</li> <li>• MedicAlert®+Alzheimer's Association safety program for members diagnosed with Alzheimer's.</li> <li>• Mental health services provided in-home or off-site.</li> <li>• Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches.</li> </ul>
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	Pest Control Services every three months for members that complete the asthma disease management "Breathe with Ease" program.	