

# 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 Members with Medicaid Only:

Every STAR+PLUS medical plan offers the same basic set of health services you’ve been getting through traditional Medicaid. In addition to those services, STAR+PLUS plans offer more, such as:

- Health education classes
- Service coordination (helping you get the services you need)
- No limit on medicines your doctor orders (prescriptions)

Through STAR+PLUS you also get long-term services such as:

- Adult day care
- Adult foster care
- Nursing
- Medical supplies
- Assisted living/ home care
- Emergency response services
- Short-term help for caregivers
- Adaptive aids (things like walkers and canes)
- Personal assistance (help with dressing, eating, and bathing)
- 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, 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 711	7-1-1
Help for mental health, drug, or alcohol problems:	1-800-600-4441	1-866-449-6849	1-866-302-3996
For prescription or medicine information:	1-800-600-4441	1-866-449-6849	1-888-887-9003
Health Plan Website:	www.myamerigroup.com	www.molinahealthcare.com	www.uhccommunityplan.com

<b>Value-added Services</b>	<b>Amerigroup</b>	<b>Molina Healthcare of Texas</b>	<b>UnitedHealthcare Community Plan</b>
24-Hour Nurse Line	Yes	Yes	Yes
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 for doctor visits.
Dental Services	Dental kit to keep teeth clean and healthy for members 21 and older.	Up to \$250 per year for dental checkups, x-rays and cleaning for members 21 and older.	Up to \$500 for cleaning, scaling, and oral check-up for members 21 and older.
Disease Management	<ul style="list-style-type: none"> <li>• Educational pregnancy books for members in their first three months of pregnancy.</li> <li>• Educational book about taking care of your baby for receiving post-partum visit 21 to 56 days after giving birth.</li> </ul>		
Extra Vision Services	Certain plastic lenses above the basic benefit for members 21 and older.		Up to \$105 every 2 years for extra choice of frames and lenses or contact lenses, or for loss or damage.
Sports and School Physicals			Members ages 4 to 19.
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.
Extra Help for Pregnant Women	<ul style="list-style-type: none"> <li>• \$25 debit card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester.</li> <li>• \$50 debit card receiving post-partum checkup 21 to 56 days after giving birth.</li> </ul>		

Value-added Services	Amerigroup	Molina Healthcare of Texas	UnitedHealthcare Community Plan
Home Visits	Up to an extra 8 hours respite services, each year, 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>	<ul style="list-style-type: none"> <li>• \$120 debit card for members 15 months and younger who get all 6 Texas Health Steps checkups on schedule.</li> <li>• Up to a total \$60 debit card for members who get each Texas Health Steps checkups at 18, 24 and 30 months (\$20 each) on schedule.</li> <li>• \$20 debit card per checkup for members ages 3 to 20 who get Texas Health Steps checkups on schedule.</li> <li>• \$20 debit card for receiving the full series of the rotavirus vaccine across different days 42 days after birth to 2 years.</li> <li>• \$20 debit card to member's ages 6 months to 2 years for receiving the full series of the flu vaccine.</li> <li>• \$20 debit card to members 18 and older for getting a flu vaccine annually.</li> <li>• \$20 debit card for members ages 18 to 75 who are diabetic after completing a diabetic eye exam for.</li> <li>• \$20 debit card for 18 and older who are diabetic after completing an HbA1c blood test once every 6 months for ages 18 and older.</li> <li>• \$20 debit card for members 18 and older with diabetes mellitus achieving HbA1c blood test results less than 8 once every 6 months.</li> <li>• \$20 debit card for members 21 and older with cardiovascular disease after completing a cholesterol blood test.</li> <li>• Free first aid kit after completing a personal disaster plan online to all members.</li> </ul>	<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 for members who are diabetic after completing a diabetic eye exam each year.</li> <li>• \$20 gift card for members who are diabetic after completing an A1c blood test each year.</li> <li>• \$20 gift card twice yearly for STAR+PLUS members who are diabetic who complete 2 visits with a registered dietitian.</li> <li>• \$20 gift card for non-dual members with cardiovascular disease after completing a cholesterol blood test each year.</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> </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> <li>• Full-length foot insoles each year for members 18 and older who have diabetes.</li> </ul>

Value-added Services	Amerigroup	Molina Healthcare of Texas	UnitedHealthcare Community Plan
		<ul style="list-style-type: none"> <li>• \$10 Gift Card for STAR+PLUS Hidalgo members that 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> <li>• \$30 Gift Card for members who are diabetic that complete an A1c blood test twice a year</li> </ul>	
Healthy Play and Exercise Programs	Exercise kit, which may include a towel, weights, water bottle, and ball for members 21 and older.		
Health and Wellness Services	<ul style="list-style-type: none"> <li>• 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.</li> <li>• One month of home-delivered meals each year after getting out of hospital or nursing facility for non-STAR+PLUS waiver members 21 and older.</li> </ul>	<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 diabetic members 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>

<b>Value-added Services</b>	<b>Amerigroup</b>	<b>Molina Healthcare of Texas</b>	<b>UnitedHealthcare Community Plan</b>
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.		
Emergency Response Services (ERS)		Emergency response services for non-STAR+PLUS Waiver (non-SPW) members 21 and older.	Access to system for rapid response to medical emergencies for eligible members.

<b>Additional Behavioral Health Benefits</b>	<b>Amerigroup</b>	<b>Molina Healthcare of Texas</b>	<b>UnitedHealthcare Community Plan</b>
Inpatient Follow -up Incentive Program	<ul style="list-style-type: none"> <li>• \$20 debit card for newly diagnosed members 18 and older with major depression who take medication for 12 weeks.</li> <li>• \$20 debit card for newly diagnosed members 18 and older with major depression who take medication for 6 months</li> </ul>		