

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

(Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy, and Zapata 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.**

	<b>Cigna-HealthSpring</b>	<b>Molina Healthcare of Texas</b>	<b>Superior HealthPlan</b>
For questions or doctor information:	1-877-653-0327	1-866-449-6849	1-866-516-4501
TTY line for people with a hearing or speech disability:	7-1-1 English and Spanish	1-800-735-2989 or 7-1-1	1-800-735-2989
Help for mental health, drug, or alcohol problems:	1-877-725-2539	1-866-449-6849	1-800-466-4089
For prescription or medicine information:	1-877-653-0327	1-866-449-6849	1-866-516-4501
Health Plan Website:	<a href="http://starplus.mycignahealthspring.com">http://starplus.mycignahealthspring.com</a>	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>	<a href="http://www.superiorhealthplan.com">www.superiorhealthplan.com</a>

<b>Value-added Services</b>	<b>Cigna-HealthSpring</b>	<b>Molina Healthcare of Texas</b>	<b>Superior HealthPlan</b>
24-Hour Nurse Line	Yes	Yes	Yes
Extra Help with Getting a Ride	Help getting a ride to a doctor and other medical appointments.	\$25 gas card for doctor follow-up visit within 30 days of leaving the hospital.	Help getting a ride to behavioral health doctor visits and community supports and services for members ages 21 to 99. Hidalgo area only.
Dental Services	Up to \$500 each year for check-ups, x-rays, cleanings, fillings and simple tooth extractions for members 21 and older.	Up to \$250 per year for dental checkups, x-rays and cleaning for members 21 and older.	Members 21 and older may receive up to \$250 annually for exams, x-rays, cleanings and fluoride treatments.
Extra Vision Services	Members 21 and older can have an eye exam, a pair of glasses and an additional allowance of up to \$100 for enhanced frame selection every year.		\$100 for choice of upgraded eyeglass frames and lenses or contact lenses every year.
Discount Pharmacy / Over-the-Counter Benefits	\$10 each month for over-the-counter medicines or healthcare-related items that don't need a prescription.	\$10 gift card for over-the-counter medicines every three months, upon request for Bexar, Dallas and Hidalgo members.	\$30 allowance for over-the-counter medicines through the mail every calendar quarter
Temporary Phone Help		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.	<ul style="list-style-type: none"> <li>Up to 750 additional minutes per month for members using Safelink phones and enrolled in a case management program.</li> <li>Connections Plus Phone and monthly minutes for members who don't qualify for a Safelink phone and are enrolled in a case management program.</li> </ul>
Help for Members with Asthma			Superior will provide one spacer and peak flow meter as part of the member's introductory mailing when enrolled into Superior's asthma disease management program.

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Home Visits	<ul style="list-style-type: none"> <li>• One home health visit for new moms every year.</li> <li>• Up to 24 hours of respite care in a year.</li> </ul>	Up to an extra 8 hours respite services per calendar year for non-STAR+PLUS waiver members age 21 and over.	<ul style="list-style-type: none"> <li>• Home visit for high-risk STAR+PLUS members in the asthma disease management program or members in case management for high risk pregnancy.</li> <li>• 10 home-delivered meals per year after getting out of acute inpatient hospital or nursing facility for non-STAR+PLUS waiver members 21 and older.</li> <li>• Non-STAR+PLUS waiver members ages 21 to 99 will have access to 8 hours of in-home respite care services.</li> </ul>
Extra Help for Pregnant Women	One book for expecting moms in a 12-month period.		<ul style="list-style-type: none"> <li>• Start Smart® Baby Shower program for pregnant members. Baby shower includes a diaper bag and starter supply of diapers and other nominal items.</li> <li>• Members can receive a convertible car seat, after attending a baby shower and completing one prenatal visit during the first trimester or within 42 days of enrollment with Superior.</li> <li>• Pregnant members can receive gift cards for completing prenatal visits, following confirmation of the visit: <ul style="list-style-type: none"> <li>○ \$20 for prenatal visit in first trimester or within 42 days of enrollment.</li> <li>○ \$20 for 3rd prenatal visit.</li> <li>○ \$20 for 6th prenatal visit.</li> <li>○ \$20 for 9th prenatal visit.</li> <li>○ \$20 for flu shot during pregnancy.</li> <li>○ \$20 for timely postpartum visit within 21-56 days of delivery.</li> <li>○ \$30 for agreeing to receive pregnancy related text messages (\$5/month for 6 mos).</li> </ul> </li> </ul>

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
<p style="text-align: center;">Gift Programs</p>	<ul style="list-style-type: none"> <li>• \$30 gift card for members who complete first Texas Health Steps checkup within 90 days.</li> <li>• \$20 gift card for getting an annual checkup or Texas Health Steps checkup and certain tests or vaccines.</li> <li>• \$20 gift card for female members who have a recommended mammogram.</li> <li>• \$20 gift card for members who are diabetic who complete a recommended HbA1c lab test.</li> <li>• Members get one 7-day pillbox every 12 months. Each pillbox has 14 compartments for medication.</li> <li>• Members get one box of vinyl gloves every month.</li> <li>• Members get one reacher/grabber every year.</li> <li>• Members get one cold &amp; flu kit every year.</li> <li>• Members get one first aid kit every year.</li> <li>• Members get one clip-on lamp a year.</li> <li>• Members get one fleece lap blanket each year.</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> <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> <li>• \$30 Gift Card for members who are diabetic that complete an A1c blood test twice a year.</li> </ul>	<p>Start Smart® program offers gift cards for completion of certain healthy activities related to your pregnancy and delivery. The program offers the following cash awards:</p> <ul style="list-style-type: none"> <li>• \$20 for prenatal visit within first trimester or 42 days of enrollment with Superior.</li> <li>• \$20 for flu shot during pregnancy.</li> <li>• \$20 for 3rd prenatal visit.</li> <li>• \$20 for 6th prenatal visit.</li> <li>• \$20 for 9th prenatal visit.</li> <li>• \$20 for postpartum visit within 21-56 days of delivery.</li> <li>• \$5 per month upon enrollment in our texting education program up to 6 months.</li> </ul>
<p style="text-align: center;">Health Play and Exercise</p>	<p style="text-align: center;">Choice of two Fitness Coach Home Fitness kits or facility membership.</p>		
<p style="text-align: center;">Extra Foot Doctor (Podiatry) Services</p>			Yes

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Health and Wellness Services		<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>• Online consumer directed mental health resources for members.</li> <li>• Parenting education class. Bexar only.</li> <li>• Phone outreach, education and support services to reduce the health risks associated with smoking during pregnancy. Program includes plan to quit, health kit to support not smoking and materials to help you quit. Participants in the program receive a carrying bag filled with mints, baby bib and bottle, stress ball and magnet.</li> </ul>
Emergency Response Services (ERS)	Access to emergency response system in home for rapid response to medical emergencies.	Emergency response services for non-STAR+PLUS Waiver (non-SPW) members 21 and older.	Round-the-clock emergency response services for non-STAR+PLUS HCBS waiver adult members.
Additional Behavioral Health Benefits	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Inpatient Follow-up Incentive Program			Gifts for members 20 and younger who go to a follow-up doctor visit within 7 days of one hospital stay per year. Gifts include a stuffed bear, a book and a \$10 gift card.