

# Compare Extra Services CHIP Medical Plans Offer in the Bexar Service Area

(Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson counties)



Every CHIP medical plan offers basic CHIP benefits. The plans in your area also offer extra services. 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.

	Aetna Better Health	Community First Health Plans	Superior HealthPlan	Wellpoint
For questions or doctor information:	866-818-0959	800-434-2347	800-783-5386	833-731-2160
TTY line for people with a hearing or speech disability:	800-735-2989	7-1-1	800-735-2989	7-1-1 English and Español
Help for mental health, drug, or alcohol problems:	866-818-0959	877-221-2226	800-783-5386	833-731-2160
For prescription or medicine information:	866-818-0959	800-434-2347	800-783-5386	833-731-2160
Health Plan Website:	<a href="http://www.aetnabetterhealth.com/texas">www.aetnabetterhealth.com/texas</a>	<a href="http://www.CommunityFirstHealthPlans.com">www.CommunityFirstHealthPlans.com</a>	<a href="http://SuperiorHealthPlan.com">SuperiorHealthPlan.com</a>	<a href="https://www.wellpoint.com/tx/medicaid">https://www.wellpoint.com/tx/medicaid</a>

Value-added Services	Aetna Better Health	Community First Health Plans	Superior HealthPlan	Wellpoint
24-Hour Nurse Line	24-hours-a-day, 7-days-a-week service enables members to have telephonic access to support from Registered Nurses. Members can call the nurse line at 1-800-556-1555.	The Community First Nurse Advice Line is staffed with Registered Nurses who speak English and Spanish and are available 24/7 to answer urgent health questions	Superior’s nurse advice line is a health information line staffed by Registered Nurses who are ready to answer your questions 24 hours a day every day of the year.	

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Extra Help Getting a Ride	<p>Bus passes to visit WIC offices and plan sponsored events, meetings and classes. Demand response transportation for CHIP Perinate members for nonemergency health care.</p>	<p>Bus passes to go to the doctor, grocery store, WIC, Social Security, employment/housing offices, Community First events, and more. See limitations in Member Handbook.</p>	<ul style="list-style-type: none"> <li>• Help getting a ride to participate in Superior's Member Advisory Group meetings.</li> <li>• Rides requested by and to a Social Security Administration-approved physician for appointments requested by disability determination services.</li> </ul>	<ul style="list-style-type: none"> <li>• Help getting a ride to doctor visits for CHIP members with chronic illnesses.</li> <li>• Members can receive up to 12 round trips to WIC offices or attend Member Advisory Group meetings, community based behavioral health-related locations and food pantries.</li> </ul>
Disease Management	<p>Two \$25 gift cards for diabetic members 18-65 years of age for completing a diabetic eye exam and a A1c or kidney screening.</p>	<ul style="list-style-type: none"> <li>• A YMCA family membership and health education to help prevent type 2 diabetes through the YMCA Diabetes Prevention Program. See Member Handbook for limitations.</li> <li>• A YMCA family membership and health education to help achieve and maintain a healthy weight through the YMCA Weight Loss Program. See Member Handbook for limitations</li> </ul>		
Dental Services	<p>CHIP Perinate Members are eligible for annual Dental Benefits: Biannual teeth cleaning, annual x-rays, simple extractions, limited fillings and fluoride treatments.</p>	<p>Free dental exams, x-rays, and up to 50% off orthodontic services for Members and their uninsured family members. See Member Handbook for limitations</p>		
Extra Vision Services	<p>CHIP members will receive financial assistance in obtaining vision services and products.</p>	<p>\$125 for frames or \$75 for contact lenses annually for Members ages 18 and under. See Member Handbook for limitations.</p>	<p>\$150 allowance for select eyeglass lenses, frames, or contact lenses that are not covered by CHIP once per year.</p>	

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Discount Pharmacy / Over-the-Counter Benefits	The OTC Health Solutions program offers members a \$30 monthly allowance (\$360 annually) for healthcare and grocery products for home delivery or in-store shopping.	<ul style="list-style-type: none"> <li>• A prescription discount card for family members without Medicaid or CHIP with up to 80% savings on prescription medications.</li> <li>• \$50 for personal care, household, or children's items for Members with complex conditions participating in Case Management. See Member Handbook for limitations</li> </ul>	Up to \$25 allowance per quarter for over-the-counter items. The OTC catalog includes household, personal care, oral care and children's items. No prescription required.	<ul style="list-style-type: none"> <li>• \$20 gift card allowance for over-the-counter medicines. Member's ages 6 months through 24 months must receive the full series of the flu vaccine.</li> <li>• \$20 gift card allowance for over-the-counter medicines for members ages 3 through 18 that receive the flu vaccine annually.</li> </ul>
Sports and School Physicals	Sports physicals to any member 2-19 years of age who have completed a well-child visit.	One sports/school physical per year for Members ages 18 and younger	One sports/school physical each year for members 4 to 18 years old.	One sports physical per year for members ages 4 through 19.
Help for Members with Asthma	Members enrolled in the asthma disease management program will receive up to \$100 per year in various asthma support items and services.	<ul style="list-style-type: none"> <li>• For Members with asthma who participate in Community First's asthma program: 1 adult or child-size mask with an aerosol chamber each year</li> <li>• For Members with asthma who participate in Community First's asthma program: 1 allergy-free pillow protector each year (Excludes CHIP Perinate Members)</li> <li>• A \$10 gift card for Members who participate in Community First's asthma program and complete education. (Excludes CHIP Perinate Members)</li> <li>• A \$10 gift card for Members who participate in Community First's asthma program and get the flu vaccine. (Exclude CHIP Perinate Members)</li> </ul> <p>Up to \$80 in gift cards for completing 3 in-home visits with San Antonio Kids BREATHE to improve asthma control, education, and support</p>	Allergy-free mattress cover and pillowcase to help control asthma symptoms for members enrolled in Service Coordination or Disease Management.	1 allergy-free pillow cover each year for certain CHIP members with asthma ages 0 through 18 in a disease management program.

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<p>Extra Help for Pregnant Women</p>	<p>Extra help for pregnant members enrolled in case management. Gift cards (\$25-200 value), pregnancy handbook, diapers/wipes for completion of prenatal/post-partum visits.</p>	<ul style="list-style-type: none"> <li>• Big ticket baby items, like a car seat or Pack &amp; Play, for Members who join Community First's maternity program. See Member Handbook for limitations</li> <li>• Education and gifts for Community First Maternal Health Club members, including a baby car seat or Pack &amp; Play. See Member Handbook for limitations.</li> </ul>	<ul style="list-style-type: none"> <li>• Diaper bag and diapers for participating in Start Smart for Your Baby® <ul style="list-style-type: none"> <li>○ Must submit Notification of Pregnancy and</li> <li>○ Attend educational baby shower hosted by Superior</li> </ul> </li> <li>• Access to mobile app with pregnancy-related support and information according to your pregnancy stage. <ul style="list-style-type: none"> <li>Telephonic health coaching to support smoking cessation efforts during pregnancy.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• \$25 Gift 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 Gift card for receiving post-partum checkup 7 to 84 days after giving birth.</li> <li>• Help getting a ride to pregnancy, birthing or newborn classes.</li> <li>• Online Pregnancy and Early Parenting Program accessible 24/7 through web or mobile app provides support to New and Expecting Parents. <ul style="list-style-type: none"> <li>Pregnancy, post-partum, and newborn educational materials provided to pregnant members.</li> </ul> </li> </ul>
<p>Home Visits</p>	<p>Virtual home visit for lactation consultant for all new moms.</p>	<ul style="list-style-type: none"> <li>• Home visits for high-risk Members who participate in Community First asthma, diabetes, mental health, and maternity programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Home visit for members enrolled in Service Coordination for high-risk pregnancy.</li> </ul>	

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Health and Wellness Services	<ul style="list-style-type: none"> <li>Aetna smoking cessation program including assessment and counseling will provide members the tools and support to assist them to stop smoking and lead healthier lives.</li> <li>Weight loss program including counseling with a nutritionist / dietician for non-pregnant Members ages 3 to 30; Body Mass Index (BMI) greater than 85th percentile.</li> </ul>	<ul style="list-style-type: none"> <li>Free toddler booster seat (to be used according to safety guidelines) for children ages 4 through 10 who are up-to-date with well-child checkups</li> <li>Personalized support, tools, and strategies to help you become tobacco-free. Includes coaching, education, activities, and more.</li> <li>Free notary services for documents, like medical power of attorney, health agent of record, and living wills. See Member Handbook for limitations.</li> <li>Free events (in-person &amp; virtual) to educate Members on topics like telehealth, healthy habits, and new benefits. (Not available for CHIP Perinate Members)</li> </ul>	<ul style="list-style-type: none"> <li>A Joy for All™ battery-operated plush companion pet for members 5 to 17 years old who are enrolled in Service Coordination.</li> <li>Access to an online tool to support smoking cessation.</li> </ul>	Up to \$100 annually for Boys & Girls club basic membership ages 6 through 18 years where available.
Healthy Play and Exercise Programs	<ul style="list-style-type: none"> <li>Aetna Activate Kids Health Club members earn two \$50 retail gift cards annually upon enrollment in plan specified extracurricular programs and swimming programs.</li> </ul>	<ul style="list-style-type: none"> <li>Free Zumba classes for Members and their families and choice of frisbee, water bottle, or exercise band. Not available to CHIP Perinate Members</li> <li>Education on bicycle maintenance, safety tips, and giveaway through a free, local bike safety and repair program (Not available to CHIP Perinate Members)</li> </ul>	<ul style="list-style-type: none"> <li>6-month membership to YMCA at participating locations for members ages birth to 17 years and one additional adult family member.</li> </ul>	Weight Management Virtual Program: 24/7 access to resources, activities on healthy snacking, portion management, weight goals, extra calories and exercise tips.

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<p>Gift Programs</p>	<ul style="list-style-type: none"> <li>• Gift cards for completing Texas Health Steps visits/well-child checkups (\$25 – 200 value) at various ages. Upon completion, members will call member services to redeem.</li> <li>• \$125 gift card towards housing deposit fee for house, apartment or hotel for members who complete the Health Risk Questionnaire (HRQ) per plan specifications.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to \$150 in gift cards for Members who participate in Community First's maternity program and complete all program requirements. See Member Handbook for limitations</li> <li>• \$30 toward a pregnancy-related item or birthing classes for Members who participate in Community First's maternity program. See Member Handbook for limitations</li> <li>• \$60 in gift cards for Members who participate in Community First's diabetes program and complete program requirements. See Member Handbook for limitations</li> <li>• \$10 gift card for new Members who complete a health survey and provide an email address (Excludes CHIP Perinate Members)</li> <li>• Up to \$25 in gift cards for Members ages 9-13 who complete a health survey and get adolescent immunizations for ages 9-13. (Not available to CHIP Perinate Members)</li> <li>• Up to \$20 in gift cards for completing a health survey and getting all rotavirus vaccine doses (ages 2 months-8 months – excludes CHIP Perinate Members)</li> <li>• Up to \$90 in gift cards for completing well-child checkups at 2, 4, 6, 9, 12, 15, 18, 24, &amp; 30 months. See Member Handbook for limitations</li> <li>• \$25 gift card for Members ages 6-24 months who get full series of the flu vaccine and complete a preventive health survey</li> <li>• Up to \$180 in gift cards for completing a health survey and all well-child checkups (ages 3-20). See Member Handbook for limitation.</li> </ul>	<ul style="list-style-type: none"> <li>• \$100 reward card for pregnant members who attend a prenatal visit within first trimester or 42 days of Superior enrollment.</li> <li>• \$50 reward card for members who complete a postpartum visit within 7-84 days of delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• \$120 gift card for members ages newborn through 15 months who get all 6 well-child checkups per the state approved schedule.</li> <li>• Up to a total \$60 gift card for members who get each timely well-child checkups at 18, 24 and 30 months (\$20 each) per the state approved schedule.</li> <li>• \$20 gift card per checkup for members ages 3 through 18 years who gets their well-child checkups timely each year per the state approved schedule.</li> <li>• \$20 Gift card for getting the full series of the rotavirus vaccine across different days 42 days after birth through 24 months.</li> <li>• \$20 gift card for members ages 6 through 12 newly diagnosed with ADHD who have a follow up with their prescribing provider within 30 days after starting their medication.</li> <li>• \$20 gift card for children ages 9 through 13 years for receiving the full series of the HPC (Human papillomavirus) vaccination.</li> <li>• First Aid Kit and Personal Disaster Plan.</li> </ul>

Additional Behavioral Health Benefits	Aetna Better Health	Community First Health Plans	Superior HealthPlan	Wellpoint
Inpatient Follow-up Incentive Program	\$25 gift card for members who complete a follow-up visit with their behavioral health provider within 7 days of leaving a behavioral health inpatient hospitalization.	\$25 gift card for Members in Community First's mental health program who get follow-up care within 7 days after a hospital stay for a mental health visit		\$20 Gift card for Members who complete a follow up outpatient visit with a mental health provider within 7 days of discharge from the hospital for a mental health condition.
Online Mental Health Resources	Members are eligible for online mental health resources that include the following: mental and emotional well-being, substance use disorders and mental health.	A dedicated webpage to connect Members with local mental health resources, help find the right provider, and learn about special resources.	Access to an online tool to support mental health and overall well-being.	24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, or depression.