

# Compare "Value-Added" or Extra Services Offered by STAR Kids Health Plans in the Dallas Service Area (Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall counties)



## Medicaid Health Care Services:

All children and young adults age 20 and younger in managed care receive the same traditional Medicaid services. Some of those services are things such as:

- Doctor and clinic visits
- 24-hour emergency care
- Hospital care
- Surgery
- Ambulance service
- Lab and X-ray services
- Major organ transplants
- Hearing tests and aids
- Home health services
- Community First Choice
- Personal Care Services
- Podiatrists (foot doctors)
- Help for drug or alcohol problems
- Dialysis for kidney problems
- Family planning services
- Eye checkups, glasses, and contact lenses
- Shots
- Texas Health Steps medical and dental checkups
- No limit on medicines Mental health services (such as counseling)
- Chiropractors (neck and back doctors)
- Private Duty Nursing

## People on the MDCP waiver can receive the following services:

- Adaptive aids
- Minor home modifications
- Transition assistance services
- Employment assistance
- Flexible family support services
- Financial management services
- Respite services
- Supported employment

## Value-Added Services:

Every STAR Kids medical plan offers basic Medicaid 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	Amerigroup
For questions or doctor information:	844-STR-KIDS (844-787-5437)	844-756-4600
TTY line for people with a hearing or speech disability:	800-735-2989	7-1-1
Help for mental health, drug, or alcohol problems:	844-STR-KIDS (844-787-5437)	844-756-4600
For prescription or medicine information:	844-STR-KIDS (844-787-5437)	844-756-4600
Health Plan Website:	<a href="http://www.aetnabetterhealth.com/texas">www.aetnabetterhealth.com/texas</a>	<a href="http://www.myamerigroup.com/tx">www.myamerigroup.com/tx</a>

Value-Added Services	Aetna	Amerigroup
Extra Help with Getting a Ride	Daily bus pass/token, cab fare or ride share for members and their LAR as well as siblings if the LAR cannot make other arrangements; when needed to visit WIC offices, plan sponsored community events/classes or attend Member Advisory Group meetings.	<ul style="list-style-type: none"> <li>• Additional family may be approved for rides to doctors.</li> <li>• Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings.</li> </ul>
Disease Management	<p>Members with an asthma diagnosis and enrolled in the asthma disease management program will receive the following, up to \$100 per year:</p> <ul style="list-style-type: none"> <li>• One peak flow meter and holding chamber or spacer each year.</li> <li>• Pest control.</li> <li>• Hypoallergenic bedding.</li> <li>• Vent cleaning.</li> <li>• Deep carpet cleaning.</li> </ul>	<p>Educational materials for Members who are enrolled in our Care Management Programs for:</p> <ul style="list-style-type: none"> <li>• Diabetes.</li> <li>• Substance Abuse.</li> <li>• Hypertension.</li> </ul>
Extra Vision Services	<p>Members will receive financial assistance in obtaining vision services and products.</p> <ul style="list-style-type: none"> <li>• 21 Years and older – Aetna will cover the cost of eye exams once every other year.</li> <li>• 21 Years and older – Aetna will cover up to \$175 once every other year for eye wear not limited to Eyeglass Frames, Lenses and Contact Lenses that are not covered by Medicaid.</li> <li>• Under 21 years old – Aetna will cover up to \$175 once a year for eye wear not limited to Eyeglass Frames, Lenses and Contact Lenses that are not covered by Medicaid.</li> </ul>	\$25 allowance for Eye Glass accessories.
Discount Pharmacy / Over-the-Counter Benefits	<p>The OTC Health Solutions program offers members a \$25 monthly allowance (\$300 annually). OTC medications and products can be ordered by phone, online, fax or mail and are then delivered directly to members' homes. Limited to \$25 per month (\$300 annually) per household. These products include*:</p> <ul style="list-style-type: none"> <li>• Baby Care</li> <li>• Cold Remedies</li> <li>• Digestive Health</li> <li>• Ear &amp; Eye Care</li> <li>• Feminine Care</li> <li>• First Aid Supplies</li> <li>• Foot Care</li> <li>• Home Diagnostics</li> <li>• Incontinence</li> <li>• Oral Care</li> <li>• Pain Relievers</li> <li>• Personal Care</li> <li>• Vitamins/Minerals</li> </ul> <p>*Excludes prescriptions, alcohol, lottery, postage stamps, gift cards, money orders, prepaid cards and photo finishing and is not valid on any items reimbursed by the federal government. This benefit covers Over-the Counter (OTC) medications and other products items that do not need a prescription and are not otherwise covered benefit.</p>	<ul style="list-style-type: none"> <li>• \$20 gift card for over-the-counter products for members ages 6-24 months for receiving the full series of the flu vaccine.</li> <li>• \$20 gift card for over-the-counter products for members ages 3 and older who receive the annual flu vaccine.</li> </ul>
Sports and school physicals	Medically necessary sports physicals to any member 19 years and younger who have completed a well-child visit.	One free sports, school or camp physical per year for members ages 20 and under.
Temporary Phone Help	<p>Members that qualify for the Federal Lifeline Program are provided with choice of a smartphone, feature phone or use of their personal cell phone to include the following plan options depending on coverage area. (1) Assurance Wireless: Android smartphone with 500 MB of data, 350 talk minutes and unlimited text; (2) EnTouch Wireless: use of personal cell phone, 500 MB of data, and 500 units of voice/text where 1 unit = 1 text or 1 minute; (3) EnTouch Wireless: Feature phone, 10 MB of data, 500 talk minutes, 100 texts; (4) Life Wireless: use of personal cell phone, 10 MB of data, 500 talk minutes and unlimited text. Member calls to and from the Health Plan and health-related texts received from the Health Plan will not apply to minute or text limits.</p>	<p>Members who qualify for the federal lifeline program can get a free cell phone with monthly minutes, text messages and data through the federal lifeline provider. Amerigroup members can get unlimited calls to member services, member advocates and service coordinators through our toll-free line and health text messages, including important renewal reminders.</p>

Value-Added Services	Aetna	Amerigroup
Help for Members with Asthma	<p>Members with an asthma diagnosis and enrolled in the asthma disease management program will receive the following, up to \$100 per year:</p> <ul style="list-style-type: none"> <li>• One peak flow meter and holding chamber or spacer each year.</li> <li>• Pest control.</li> <li>• Hypoallergenic bedding.</li> <li>• Vent cleaning.</li> <li>• Deep carpet cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>• Free allergy pillow cover each year for certain members 20 and younger with asthma in disease management program.</li> <li>• Free inhaler sensor for members with asthma – tracks inhaler use to help show and prevent possible health problems.</li> <li>• Educational materials for Members who are enrolled in our Asthma Care Management Program.</li> </ul>
Extra Help for Pregnant Women	<ul style="list-style-type: none"> <li>• \$25 gift card and a special pregnancy handbook for enrolling in case management within 30 days of enrollment.</li> <li>• \$25 gift card and a special pregnancy handbook for enrolling in case management within 30 days of pregnancy diagnosis if already a member.</li> <li>• \$50 worth of diapers, baby wipes and/or similar items for completion of 3 prenatal visits.</li> <li>• \$50 worth of diapers, baby wipes and/or similar items 3 additional prenatal visits (6 in total) and 1 postpartum care visit.</li> <li>• Members will call the health plan when they have completed all their prenatal and post-partum care visits to claim their gift of baby items.</li> <li>• Pregnancy handbook for pregnant members in case management.</li> </ul>	<ul style="list-style-type: none"> <li>• \$25 Gift card and an educational pregnancy book for getting a checkup in the 1st trimester or within 42 days of signing up with the health plan in any trimester.</li> <li>• \$50 Gift card and a book about caring for your newborn or yourself after pregnancy for getting a 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.</li> <li>• Pregnancy, post-partum, and newborn educational materials provided to pregnant members.</li> <li>• "Coping with COVID toolkit" available for members 24/7 and provide activities and support to take action to cope with COVID-19.</li> </ul>
Home Visits	Ten (10) additional hours of respite care per month for eligible members on MDCP and coordinated care waivers who have exhausted their respite benefits.	
Health and Wellness Services		<ul style="list-style-type: none"> <li>• Free healthy living coaching for families with kids age 7 to 17 who qualify with an obesity diagnosis.</li> <li>• Up to \$75 for sensory products for eligible members with sensory sensitivities.</li> <li>• Online social services resource directory is available on the Amerigroup member website to locate community supports such as food and nutrition, housing, education, and employment services.</li> <li>• Nicotine Recovery Support Program online accessible from your mobile: Free Personalized Support for all Stages of Recovery from Nicotine, including Smoking, Vaping or Smokeless Tobacco, interactive tools that include: Quit P.L.A.N, and information on slips and relapses.</li> </ul>
Healthy Play and Exercise Programs		<ul style="list-style-type: none"> <li>• Up to \$50 per semester for Boys and Girls Club, Boy Scouts or Girl Scouts or other organizations, where available.</li> <li>• Weight Management virtual Program: 24/7 Access to resources, tools and Activities on Healthy Snacking, Portion management, Weight Goals, Extra Calories and Exercise tips to help members manage their weight.</li> </ul>

Value-Added Services	Aetna	Amerigroup
Gift Programs	<p><b>Up to \$400 in total Gift Programs</b></p> <p><u>Gift Program for Pregnant Moms:</u></p> <ul style="list-style-type: none"> <li>• \$25 gift card and a special pregnancy handbook for enrolling in case management within 30 days of enrollment.</li> <li>• \$25 gift card and a special pregnancy handbook for enrolling in case management within 30 days of pregnancy diagnosis if already a member.</li> <li>• \$50 worth of diapers, baby wipes and/or similar items for completion of 3 prenatal visits.</li> <li>• \$50 worth of diapers, baby wipes and/or similar items for completion of 3 additional prenatal visits (6 in total) and 1 postpartum care visit.</li> <li>• Members will call the health plan when they have completed all their prenatal and post-partum care visits to claim their gift of baby items.</li> <li>• Pregnancy handbook for pregnant members in case management.</li> </ul> <p><u>Gift Program for Well-child / Texas Health Steps exams:</u></p> <ul style="list-style-type: none"> <li>• \$50 gift card at no cost to members for completing Texas Health Steps/well-child checkups/visits at 2 weeks and 2, 4, 6, months of age. Upon completion of these checkups, Members will call Member Services to redeem and request one \$50 gift card.</li> <li>• \$25 gift card at no cost to you for completing a Texas Health Steps/well-child checkup/visit at 9 months of age. Upon completion of this checkup, Members will call Member Services to redeem and request one \$25 gift card.</li> <li>• \$25 gift card at no cost to you for completing a Texas Health Steps/well-child checkup/visit at 12 months of age. Upon completion of this checkup, Members will call Member Services to redeem and request one \$25 gift card.</li> <li>• \$25 gift card at no cost to you for completing a Texas Health Steps/well-child checkup/visit at 15 months of age. Upon completion of this checkup, Members will call Member Services to redeem and request one \$25 gift card.</li> <li>• \$25 gift card at no cost to you for completing a Texas Health Steps/well-child checkups/visits at 18 and 30 months of age. Upon completion of each of these checkups, the Members will call Member Services to redeem and request one \$25.00 gift card. A total of two \$25 gift cards are available for completing both checkups.</li> <li>• \$25 gift card at no cost to you each time an annual Texas Health Steps/well-child checkups/visits is received for members 3-20 years of age. Upon completion of each of these checkups/visits, the Members will call Member Services to redeem and request one \$25.00 gift card. Limit one card per member per year.</li> </ul> <p><u>Gift Program for Behavioral Health:</u></p> <ul style="list-style-type: none"> <li>• \$25 gift card to members who complete a follow-up visit with their behavioral health provider within 7 days of leaving the Behavioral Health hospitalization.</li> </ul> <p><u>Gift Program for STAR Kids Screening &amp; Assessment Instrument:</u></p> <ul style="list-style-type: none"> <li>• \$25 gift card after completing the Aetna Better Health STAR Kids Initial Screening and Assessment Process within 10 business days of enrollment, re-assessment of SAI and signs up for the STAR Kids Member web portal within 30 calendar days after completion of SAI. Limit 1 gift card per member per year.</li> </ul>	<ul style="list-style-type: none"> <li>• \$20 Gift card for members age 18 to 20 who are diabetic and have an HbA1c blood test every 6 months.</li> <li>• \$20 Gift card for members age 18 to 20 with diabetes mellitus who have HbA1c blood test results less than 8 once every 6 months.</li> <li>• \$120 Gift card for members 15 months and younger who get all 6 Texas Health Steps checkups on schedule.</li> <li>• Up to a \$60 Gift card for members who get each Texas Health Steps checkups at 18, 24 and 30 months (\$20 each) on schedule.</li> <li>• \$20 Gift card per checkup for members ages 3 through 20 who get Texas Health Steps checkups each year on schedule.</li> <li>• \$20 Gift card for getting the full series of the rotavirus vaccine across different days from 42 days to 24 months old.</li> <li>• First aid kit and personal disaster plan online for all members.</li> <li>• \$20 Gift card for members ages 6 to 12 who are newly diagnosed with ADHD and have a follow up visit with their prescribing provider within 30 days after starting their medication treatment.</li> <li>• \$20 Gift card for children ages 9 to 13 years for receiving the full series of the HPV (Human papillomavirus) vaccination.</li> </ul>
Pest Control		Free pest-control services once every 3 months.
Respite Services	Up to an additional 10 hours in-home respite services for Aetna Better Health STAR Kids MDCP and coordinated care waiver members per month.	Up to 8 extra hours respite services for caregivers per year.
Additional Behavioral Health Benefits	Aetna	Amerigroup
Inpatient Follow-Up Incentive Program	Free \$25 gift card for members who complete a follow-up visit with their behavioral health provider within 7 days of leaving the behavioral health facility.	\$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	<a href="https://www.aetnabetterhealth.com/texas/members/behavior">https://www.aetnabetterhealth.com/texas/members/behavior</a>	Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety or depression.