

# Compare "Value-Added" or Extra Services Offered by STAR Kids Health Plans in the Lubbock Service Area

(Carson, Crosby, Deaf Smith, Floyd, Garza, Hale, Hockley, Hutchinson, Lamb, Lubbock, Lynn, Potter, Randall, Swisher, and Terry counties)



TEXAS  
Health and Human  
Services

TEXAS  
**STAR** Kids  
Your Health Plan ★ Your Choice

## 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.

	Wellpoint	Superior HealthPlan
For questions or doctor information:	844-756-4600	844-590-4883
TTY line for people with a hearing or speech disability:	711	800-735-2989
Help for mental health, drug, or alcohol problems:	844-756-4600	844-590-4883
For prescription or medicine information:	833-370-7463	844-590-4883
Health Plan Website:	<a href="https://wellpoint.com/tx/medicaid">https://wellpoint.com/tx/medicaid</a>	<a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a>

Value-Added Services	Wellpoint	Superior HealthPlan
Extra Help Getting a Ride	<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>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	\$25 allowance for Eye Glass accessories.	\$150 allowance for select eyeglass lenses, frames, or contact lenses that are not covered by Medicaid once every two years.
Discount Pharmacy / Over-the-Counter Benefits	<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>	Up to \$30 allowance per quarter for over-the-counter items mailed to your home or purchased at participating stores. The OTC catalog includes household, personal care, oral care, and children's items. No prescription required.
Sports and School Physicals	One free sports, school, or camp physical per year for members ages 20 and under.	One school/sports physical each year for members 4 to 18 years old.
Temporary phone help	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. Wellpoint 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. Additional 100 bonus minutes during member's birth month and one-time 200 bonus minutes at enrollment.	
Help for Members with Asthma	<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>	Allergy-free mattress cover and pillowcase to help control asthma symptoms when enrolled in Asthma Disease Management for a minimum of 60 continuous days.

Value-Added Services	Wellpoint	Superior HealthPlan
Extra Help for Pregnant Women	<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> </ul>	<ul style="list-style-type: none"> <li>• Diaper bag, starter supply of diapers, and educational materials for participating in the Start Smart for Your Baby® program and completing: <ul style="list-style-type: none"> <li>○ A Notification of Pregnancy (NOP) form and</li> <li>○ An 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.</li> </ul>
Home Visits		Up to 15 home-delivered prepared meals per year for the household after a member's discharge from a hospital stay.
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 Wellpoint member website to locate community supports such as food and nutrition, housing, education, and employment services.</li> <li>• This is Quitting: An interactive, text-based program to help teens ages 13–17 quit vaping or using e-cigarettes. The program focuses on web counseling for up to 12 weeks.</li> <li>• Ex Program: A tobacco cessation program with online activities, education materials, and products. This program can help members as they try to quit using tobacco or chew, smoking cigarettes, or vaping.</li> </ul>	<ul style="list-style-type: none"> <li>• Access to online tool to support smoking cessation.</li> <li>• Wearable fitness tracker for continuous enrollment into SNAP, current SAI and ISP on file, and up to date with Texas Health Steps checkup. One tracker per lifetime.</li> <li>• Access to Careopolis™, an online "caring community" enabling members to engage friends and family as it relates to their healing or aging journey.</li> <li>• A Joy for All™ battery-operated plush companion pet for members enrolled in Behavioral Health Disease Management.</li> <li>• Online social services resource directory is available on the Superior member website to locate community supports such as food and nutrition, housing, education, and employment services.</li> </ul>
Healthy Play and Exercise Programs	<ul style="list-style-type: none"> <li>• Up to \$100 per year 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>	<ul style="list-style-type: none"> <li>• Up to \$150 for the cost of an approved extra-curricular activity.</li> <li>• Activity must be approved by the Service Coordination Department 90 days prior to the start date.</li> <li>• Allowance will be paid directly to the event organizer.</li> </ul>

Value-Added Services	Wellpoint	Superior HealthPlan
Gift Programs	<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>	<ul style="list-style-type: none"> <li>• Members can earn rewards cards for completing the following healthy activities: <ul style="list-style-type: none"> <li>○ \$20 for members 0-20 years who get their Texas Health Steps checkup within 90 days of joining Superior. Limited to 1 reward per member per calendar year.</li> <li>○ \$10 for members ages 18-20 years who get their annual flu shot.</li> <li>○ \$20 for female members ages 18-20 years who get their annual well woman exam. Limited to 1 reward per member per calendar year.</li> <li>○ \$120 for members birth to 15 months that get all 6 Texas Health Steps checkups on schedule.</li> <li>○ \$20 per checkup for members ages 3-20 years who get their annual Texas Health Steps checkup each year.</li> </ul> </li> <li>• Pregnant members can earn rewards cards for completing the following: <ul style="list-style-type: none"> <li>○ \$20 for prenatal visit within first trimester or 42 days of Superior 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 postpartum visit within 7-84 days of delivery.</li> </ul> </li> <li>• Up to \$15 reward for proper guardianship documents for members ages 18 and older.</li> <li>• \$25 reward for members ages 18-20 who successfully complete their transition assessment timely.</li> <li>• \$25 reward per year to non-MDCP members, after 90 days of continuous enrollment who: <ul style="list-style-type: none"> <li>○ Complete their annual STAR Kids Screening and Assessment (SAI) timely, and</li> <li>○ Return the signed Individual Service Plan (ISP-Narrative) and</li> <li>○ Are up to date with their Texas Health Steps checkups.</li> </ul> </li> </ul>
Pest Control	Free pest-control services once every 3 months.	
Respite Services	Up to 8 extra hours respite services for caregivers per year.	Up to 8 hours of in-home respite care per year for members not receiving MDCP respite services, upon completion of the annual STAR Kids Screening and Assessment (SAI), return of the signed individual service plan, and must be up to date with their Texas Health Steps.

Additional Behavioral Health Benefits	Wellpoint	Superior HealthPlan
Inpatient Follow-Up Incentive Program	\$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.	\$20 rewards card and journal for members ages 6-20 years who complete a follow-up visit within 7 days of hospital discharge. Available one time per year.
Online Mental Health Resources	Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, or depression.	Access to an online tool to support mental health and overall well-being.