

# Compare "Value-Added" or Extra Services Offered by STAR Kids Health Plans in the Tarrant Service Area (Denton, Hood, Johnson, Parker, Tarrant, and Wise 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	Cook Children's Health Plan
For questions or doctor information:	844-STR-KIDS (844-787-5437)	844-843-0004
TTY line for people with a hearing or speech disability:	800-735-2989	711
Help for mental health, drug, or alcohol problems:	844-STR-KIDS (844-787-5437)	844-843-0004
For prescription or medicine information:	844-STR-KIDS (844-787-5437)	844-843-0004
Health Plan Website:	<a href="http://www.aetnabetterhealth.com/texas">www.aetnabetterhealth.com/texas</a>	<a href="http://www.cookchp.org">www.cookchp.org</a>

Value-Added Services	Aetna	Cook Children's Health Plan
Extra Help Getting a Ride	Daily bus passes 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.	<p>CCHP will be covering for STAR Kids Members:</p> <ul style="list-style-type: none"> <li>• Additional riders if the Member or LAR cannot make other arrangements.</li> <li>• Four (4) coordinated rides (one round trip per quarter) through Transportation Vendor to address Social Determinants of Health needs, for example: Scheduled appt at WIC offices, CCHP scheduled Member events/classes, MAG meetings, GED classes or continued education, Community Resource Centers for food, clothing TX Workforce Commission, job interviews, grocery stores and other types of assistance.</li> </ul>
Extra Vision Services	<ul style="list-style-type: none"> <li>• STAR Kids members will receive financial assistance in obtaining vision services and products.</li> <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>	\$125 value for eyeglass frames/lenses or \$100 for contact lenses/fitting fees per year.
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 member. 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.</p> <p>"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>• \$30 gift card per household for over-the-counter products every six months for STAR Kids Members, upon request. Items include but are not limited to: <ul style="list-style-type: none"> <li>○ Pain and Fever reducers</li> <li>○ Allergy sprays and gels</li> <li>○ Cold and Flu products</li> <li>○ First Aid Supplies</li> <li>○ Thermometers</li> <li>○ Acid Reducers</li> <li>○ Cough drops and</li> <li>○ Eye drops</li> </ul> </li> <li>• 15% discount on over-the-counter products purchased at Cook Children's Pharmacy. Items include but are not limited to: <ul style="list-style-type: none"> <li>○ Pain and Fever reducers</li> <li>○ Allergy sprays and gels</li> <li>○ Cold and Flu products</li> <li>○ First Aid Supplies</li> <li>○ Thermometers</li> <li>○ Acid Reducers</li> <li>○ Cough drops and</li> <li>○ Eye drops</li> </ul> </li> </ul> <p>Excluding Medicaid covered benefits.</p> <ul style="list-style-type: none"> <li>• Up to 80% discount on prescription medications for family members who do not have Medicaid or CHIP, upon request.</li> </ul>

Value-Added Services	Aetna	Cook Children's Health Plan
Sports and School Physicals	Medically necessary sports physicals to any member 19 years and younger who have completed a well-child visit.	CCHP will provide one sports/school physical in addition to a Texas Health Steps exam per calendar year to enrolled members that are ages 3 through 18.
Temporary phone help	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.	Reimbursement for up to \$25 per quarter for additional data for Members who qualify for the federal lifeline program.
Help for Members with Asthma	Members with an asthma diagnosis and enrolled in the asthma disease management program will receive the following, up to \$100 per year: <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>• Deep carpet cleaning (*additional assistance beyond initial \$100 per year up to \$50 based on service delivery area)</li> <li>• Baby / Pet gates</li> </ul>	<ul style="list-style-type: none"> <li>• Up to \$100 per year for STAR Kids Members with an asthma diagnosis and enrolled in the asthma disease management program for: <ul style="list-style-type: none"> <li>○ Pillow covers/mattress covers</li> <li>○ Vent cleaning</li> <li>○ Deep carpet cleaning</li> <li>○ One peak flow meter and holding chamber or spacer.</li> </ul> </li> <li>• \$100 towards a Hepafilter Vacuum for Members with moderate to severe asthma diagnosis enrolled in Asthma Disease 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>	Car seat class for first time mothers of Members under the age of 1 year. A free car seat will be given after completion of the class.

Value-Added Services	Aetna	Cook Children's Health Plan
Health and Wellness Services	<p>Online social services resource directory is available on the Aetna member website to locate community supports such as food and nutrition, housing, education, and employment services. Weight loss program including family counseling with a nutritionist / dietician for non-pregnant Members ages 3 to 19; Body Mass Index (BMI) greater than 85th percentile; precertification required.</p>	<ul style="list-style-type: none"> <li>• Up to \$100 reimbursement per year for Specialized Therapy such as massage, recreational, play, music, aquatic, hypnotherapy, equine, or auditory enhancement training.</li> <li>• Poison Prevention class for Parents/Guardians of Members. Parents/Guardians that complete the class are eligible to receive one medication lockbox per household. Liability form is required.</li> <li>• Lifeguard Your Child (Water Safety) course for drowning prevention for Parent/Guardian for members ages 0-4 years. Choice of one gift per member for completion of course from the following: Life jacket, goggles, beach towels, CPR lessons, or a turtle alarm.</li> <li>• Gun safety education class for Parents/Guardian of Members. Upon completion of class Parent/Guardian is eligible to receive one gun lock per household.</li> <li>• \$25 gift card for gynecological visit for females 16 years and older who had cervical cytology, cervical high risk human papilloma virus (hrHPV) testing, cervical cytology/hrHPV cotesting, or chlamydia screening. Eligible every 12 months.</li> <li>• \$25 gift card for members who attend 3 Cook Children's Health Plan virtual education sessions up to 2 times a year per household.</li> <li>• Online community resource directory for help securing information on parenting, community resources, activities, classes, exercise, and nutrition information in the surrounding counties.</li> </ul>
Healthy Play and Exercise Programs	<p>Aetna Activate Kids Health Club. A health program where children can earn one \$50 gift card per year toward one of the following programs like Boys and Girls Clubs, 4-H, Boy Scouts, Girl Scouts, Cub Scouts, Brownie Scouts or Big Buddy. They can also earn one \$50 gift card per year toward swim lessons at participating YMCA locations.</p>	<ul style="list-style-type: none"> <li>• Up to \$200 per member per enrollment year towards the enrollment of a day or night camp approved by the American Camp Association. This is above what is already covered for MDCP members.</li> <li>• Access to the Boys and Girls club where available, at no cost to Members 6 to 21 years of age. Members must be mobile.</li> </ul>

Value-Added Services	Aetna	Cook Children's Health Plan
Gift Programs	<ul style="list-style-type: none"> <li>• Gift Program for Well-child / Texas Health Steps exams: <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> </li> <li>• Gift Program for Behavioral Health <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> </li> <li>• Gift Program for STAR Kids Screening &amp; Assessment Instrument. <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> </li> </ul>	<ul style="list-style-type: none"> <li>• \$25 gift card for members ages 2 to 21 years who complete one Texas Health Steps well visit per year.</li> <li>• \$25 gift card for members completing a checkup at 2 weeks of age.</li> <li>• \$25 gift card for members completing a checkup at 2 months of age.</li> <li>• \$25 gift card for members completing a checkup at 4 months of age.</li> <li>• \$25 gift card for members completing a checkup at 6 months of age.</li> <li>• \$25 gift card for members completing a checkup at 9 months of age.</li> <li>• \$25 gift card for members completing a checkup at 12 months of age.</li> <li>• \$25 gift card for members completing a checkup at 15 months of age.</li> <li>• \$25 gift card for members completing a checkup at 18 months of age.</li> <li>• CCHP will provide a one-time bathtub kneeling pad per household for CCHP Members ages 3 months to 3 years to prevent drowning during bath time.</li> <li>• \$25 gift card for Members ages 9-13 years who obtain the HPV vaccine.</li> <li>• Up to \$40 reimbursement for one-time GED testing fee for members 17years and over.</li> <li>• \$50 one-time gift card for school supplies when Member complete required Meningococcal, TDAP, and HPV immunizations. For ages 9-13 years. Must be enrolled with CCHP for a minimum of 6 months.</li> <li>• \$50 towards utilities set up fees (water, gas, or electricity) for one household per family for members who complete the Initial Health Needs Screening (IHNS). Each member within a household must complete the IHNS within 30 days of enrollment.</li> <li>• \$125 towards housing deposit fee for house, apartment, or hotel for one household per family for members who complete the Initial Health Needs Screening (IHNS). Each member within a household must complete the IHNS within 30 days of enrollment.</li> <li>• \$10 gift card for CCHP members ages 4-9 years of age who complete 1 dental cleaning annually.</li> <li>• \$10 gift card for members ages 6 months and up who receive a COVID-19 vaccine or booster shot. Proof of vaccine required within 30 days of receipt of vaccine.</li> <li>• \$50 Gift card used towards the purchase of diapers and/or wipes for members ages 0-2 years whose parent/guardian attend an annual parenting class offered by CCHP. One per household per year.</li> <li>• \$25 gift card for the purchase of a sensory product such as weighted blanket, noise cancelling headphones for STAR Kids members in the IDD waiver for ages 2 to 21 years who complete one Texas Health Steps well visit per year.</li> </ul>

Value-Added Services	Aetna	Cook Children's Health Plan
Pest Control	Members have access to pest control services as part of the asthma disease management program.	\$50 per year for pest control services for STAR Kids Members enrolled in the asthma disease management program.
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 an additional 12 hours in-home respite services for Aetna Better Health STAR Kids Level 1 non-MDCP members who have exhausted their respite services per year.	Up to 32 hours of in-home attendant respite services per year for members getting personal care services and not already receiving MDCP/waiver respite services.

Additional Behavioral Health Benefits	Aetna	Cook Children's Health Plan
Inpatient Follow-Up Incentive Program	\$25 gift card at no cost to you; for members who complete a follow-up visit with their behavioral health provider within 7 days of leaving a behavioral health inpatient hospitalization.	<ul style="list-style-type: none"> <li>• \$25 gift card for Members 13 years of age and older who have a diagnosis of Alcohol or Drug Abuse (AOD) or dependency and receive treatment through an inpatient AOD admission, outpatient visits, intensive outpatient encounter or partial hospitalization, within 14 days of diagnosis.</li> <li>• \$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.</li> <li>• \$25 gift card one-time for Members ages 6-12 years and newly diagnosed with ADHD who follow up with a practitioner within 30 days after receiving the new medication.</li> </ul>
Online Mental Health Resources	<a href="https://www.aetnabetterhealth.com/texas/members/behavior">https://www.aetnabetterhealth.com/texas/members/behavior</a>	Online social services resource directory to locate community supports such as food and nutrition, housing, education, and employment services.