

Compare “Value-Added” or Extra Services Offered by STAR+PLUS Medical 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+PLUS
Your Health Plan ★ Your Choice

STAR+PLUS Program Services for Dual Eligible Members in Nursing Facilities

STAR+PLUS medical plans in your area 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:	833-731-2160	877-277-9772
TTY line for people with a hearing or speech disability:	711	800-735-2989
Health Plan Website:	https://wellpoint.com/tx/medicaid	www.SuperiorHealthPlan.com

Value-added Services	Wellpoint	Superior HealthPlan
24-Hour Nurse Line		Superior’s 24-hour 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.
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.	

Value-added Services	Wellpoint	Superior HealthPlan
Health and Wellness Services	<ul style="list-style-type: none"> 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. 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. 	<ul style="list-style-type: none"> Access to Careopolis™, an online "caring community" enabling members to engage friends and family as it relates to their healing or aging journey. 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. Access to an online tool to support smoking cessation.
Healthy Play and Exercise Programs	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.	
Gift Programs	<ul style="list-style-type: none"> First aid kit and personal disaster plan online to all members. Personalized labels to identify personal belongings including clothing, shoes, and personal items once every 2 years. 	<ul style="list-style-type: none"> Members entering a nursing facility for the first time receive a Welcome Kit including items such as: a shower cap, blanket, non-slip socks, coffee cup, water bottle, lighted magnifying glass, tote bag, Sudoku game and crossword puzzles. GED preparatory materials for members with an IDD diagnosis.
Alzheimer's Care	Personal remembrance photo album.	

Additional Behavioral Health Benefits	Wellpoint	Superior HealthPlan
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.