

# Compare Extra Services STAR+PLUS Medical Plans Offer 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:

If you are covered by both Medicaid and Medicare, most of your basic health services and medicines your doctor orders are covered by Medicare. Through STAR+PLUS you will get long-term services and help getting other services you need. The STAR+PLUS plan you pick will pay for Medicaid-approved medicines and services you get that are not covered by Medicare. These include long-term services such as:

- Adult day care
- Adult foster care
- Nursing
- Emergency response services
- Short-term help for caregivers
- Medical supplies
- Assisted living / home care
- Personal assistance (help with dressing, eating, and bathing)
- Adaptive aids (things like walkers and canes)
- Home modifications (things like wheelchair ramps and grab bars)
- Speech therapy (helping you learn to speak again or speak better)
- Occupational therapy (helping you learn to do everyday activities)
- Physical therapy (helping you learn to move around better or become stronger)

## Extra Services:

In addition to the services listed above, STAR+PLUS medical plans in your area also offer extra services. These extra services cannot be used in place of services provided by Medicaid, including those provided by the following programs: Intermediate Care Facilities for Individuals with Intellectual Disabilities or Related Conditions (ICF-IID), Home and Community-based Services (HCS), Community Living Assistance and Support Services (CLASS), Deaf Blind with Multiple Disabilities (DBMD), and Texas Home Living (TxHmL).

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.

	Amerigroup	Superior HealthPlan
For questions or doctor information:	800-600-4441	877-277-9772
TTY line for people with a hearing or speech disability:	711 English and Español	800-735-2989
Health Plan website:	<a href="http://www.myamerigroup.com/tx">www.myamerigroup.com/tx</a>	<a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a>

Value-added Services	Amerigroup	Superior HealthPlan
24-Hour Nurse Line	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	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.

Value-added Services	Amerigroup	Superior HealthPlan
Extra Help with Getting a Ride		Transportation for members enrolled in A Matter of Balance fall prevention classes.
Disease Management	Educational materials for Members who are enrolled in our Care Management Programs for: <ul style="list-style-type: none"> <li>• Diabetes.</li> <li>• Substance Abuse.</li> <li>• Hypertension.</li> </ul>	
Temporary Phone Help	Members that 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. Additional 100 bonus minutes during member's birth month and one-time 200 bonus minutes at enrollment.	<ul style="list-style-type: none"> <li>• Up to 750 additional minutes per month for members using Safelink phones who are enrolled in a case management program.</li> <li>• Net10 Connections Plus Phone and monthly minutes for members who don't qualify for a Safelink phone and are enrolled in a case management program.</li> </ul>
Help for Members with Asthma	Educational materials for Members who are enrolled in our Asthma Care Management Program.	
Extra Help for Pregnant Women	Online Pregnancy and Early Parenting Program accessible 24/7 through web or mobile app provides support to New and Expecting Parents.	
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) members age 21 and older.	<ul style="list-style-type: none"> <li>• Up to 8 hours of in-home respite care per year for the caregivers of non-HCBS waiver members with certain complex and chronic conditions.</li> <li>• Up to 10 home-delivered prepared meals after a hospital stay or discharge from a nursing facility for non-HCBS Waiver members.</li> </ul>

Value-added Services	Amerigroup	Superior HealthPlan
Health and Wellness Services	<ul style="list-style-type: none"> <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> <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>	<ul style="list-style-type: none"> <li>• \$50 rewards card upon graduation from the 8-week fall prevention program, "A Matter of Balance". Program may be offered by Superior or a community support service agency.</li> <li>• Access to mobile app to support smoking cessation.</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	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	First aid kit and personal disaster plan online to all members.	GED preparatory materials for members with an IDD diagnosis.
Emergency Response Services (ERS)		Round-the-clock emergency response services for non HCBS waiver, non-CFC adult members for up to six months following discharge from a hospital or nursing facility.
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	
Additional Behavioral Health Benefits	Amerigroup	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 mobile app to support mental health and overall well-being.