

## Compare Extra Services STAR+PLUS Medical Plans Offer in the Nueces Service Area

(Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio, and Victoria 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 (prescriptions) 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, the 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.

|  | Superior HealthPlan        | UnitedHealthcare Community Plan |
|--|----------------------------|---------------------------------|
| For questions or doctor information:                     | 877-277-9772               | 888-887-9003                    |
| TTY line for people with a hearing or speech disability: | 800-735-2989               | 711                             |
| Health Plan Website:                                     | www.SuperiorHealthPlan.com | www.uhccommunityplan.com        |

| Value-Added Services | Superior HealthPlan  | UnitedHealthcare Community Plan |
|----------------------|--|---------------------------------|
| 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. | Yes                             |

| Value-Added Services           | Superior HealthPlan  | UnitedHealthcare Community Plan  |
|--------------------------------|--|--|
| Extra Help with Getting a Ride | Transportation for members enrolled in A Matter of Balance fall prevention classes.  | Rides to appointments not covered by Medicaid. For example, dental services for non-STAR PLUS Waiver members.  |
| Disease Management             |  | Oxygen reader (Pulse Oximeter), reusable face mask, and health tracker booklet for members who are high risk for COVID-19 complications.   |
| Temporary Phone Help           | Connections Plus Phone with unlimited talk and text for members who don't qualify for a SafeLink phone and who are enrolled in a case management program.  |  |
| Help for Members with Asthma   |  | <ul style="list-style-type: none"> <li>• Allergy-free mattress cover and pillowcase for members under active case management with asthma or COPD.</li> <li>• Roach repellant wall plugs for members who are under case management for Asthma or COPD.</li> </ul>   |
| Extra Help for Pregnant Women  |  | <ul style="list-style-type: none"> <li>• Infant care book for pregnant members.</li> <li>• Join Babyscripts to receive access to free educational content, resources, and more. Eligible pregnant members also receive rewards for completing the enrollment, a prenatal visit, and a post-partum visit.</li> </ul>  |
| Home Visits                    | <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>  | Up to 8 hours in-home respite services for non-STAR+PLUS Waiver (SPW) Members.   |
| Health and Wellness Services   | <ul style="list-style-type: none"> <li>• \$50 rewards card upon graduation from the 8-week fall prevention program, “A Matter of Balance”.</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>• Access to an online tool 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> | <ul style="list-style-type: none"> <li>• Home-delivered meals each year after getting out of the hospital for non-STAR+PLUS Waiver (SPW) Members.</li> <li>• Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches.</li> <li>• Access to online resources, “findhelp”, to connect with free or low-cost community resources. For example, food banks, shelters, education, housing, and employment services.</li> <li>• One pill organizer and health tracker booklet.</li> </ul> |

| Value-Added Services                  | Superior HealthPlan  | UnitedHealthcare Community Plan  |
|---------------------------------------|--|--|
| Healthy Play and Exercise             |  | Exercise kit, including pedometer, for members who want to lose weight or become more active.  |
| Gift Programs                         | GED preparatory materials for members with an IDD diagnosis.   | <ul style="list-style-type: none"> <li>• Fire/water resistant storage bag for natural disasters.</li> <li>• Herb growing kit for members interested in improving their health through healthier home cooking.</li> <li>• Receive adult activity books: word search, crossword puzzle, Sudoku, coloring book, paid postage postcards, and colored pencils.</li> </ul> |
| 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. |  |
| Additional Behavioral Health Benefits | Superior HealthPlan  | UnitedHealthcare Community Plan  |
| Online Mental Health Resources        | Access to an online tool to support mental health and overall well-being.  | Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches.  |