

# Compare or Extra Services STAR+PLUS Medical Plans Offer in the Travis Service Area (Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson 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 ordered by your doctor (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.

	Amerigroup	UnitedHealthcare Community Plan
For questions or doctor information:	800-600-4441	888-887-9003
TTY line for people with a hearing or speech disability:	711 English and Español	711
Health Plan Website:	<a href="http://www.myamerigroup.com/tx">www.myamerigroup.com/tx</a>	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>

Value-added Services	Amerigroup	UnitedHealthcare Community Plan
24-Hour Nurse Line	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	Yes
Extra Help with Getting a Ride		Rides to appointments not covered by Medicaid. For example, dental services for non-STAR PLUS Waiver members.
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>	Oxygen reader (Pulse Oximeter), reusable face mask, and health tracker booklet for members who are high risk for COVID-19 complications.
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.	
Help for Members with Asthma	Educational materials for Members who are enrolled in our Asthma Care Management Program.	<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 repellent wall plugs for members who are under case management for Asthma or COPD.</li> </ul>

Value-added Services	Amerigroup	UnitedHealthcare Community Plan
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.	<ul style="list-style-type: none"> <li>• Infant care book for pregnant members.</li> <li>• Join Baby Blocks and earn gift cards for diapers, wipes etc. when you get timely checkups/event completion for: <ul style="list-style-type: none"> <li>○ Enrollment.</li> <li>○ 24 week prenatal.</li> <li>○ 32 week prenatal.</li> <li>○ Postpartum visit.</li> <li>○ 2 month well child.</li> <li>○ 4 month well child.</li> <li>○ 6 month well child.</li> </ul> </li> </ul>
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) members age 21 and older.	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>• 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>• 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, "Aunt Bertha", to connect with free or low-cost community resources. For example; food banks, shelters, education, housing, and employment services.</li> <li>• One pill box and health tracker booklet.</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.	Exercise kit, including pedometer, for members who want to lose weight or become more active.

Value-added Services	Amerigroup	UnitedHealthcare Community Plan
Gift Programs	First aid kit and personal disaster plan online to all members.	<ul style="list-style-type: none"> <li>• Fire and waterproof 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>
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	

Additional Behavioral Health Benefits	Amerigroup	UnitedHealthcare Community Plan
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.	