

# Compare Extra Services STAR+PLUS Medical Plans Offer in the El Paso Service Area (El Paso and Hudspeth counties)



## STAR+PLUS Program Services for Members with Medicaid Only:

Every STAR+PLUS medical plan offers the same basic set of health services you’ve been getting through traditional Medicaid. In addition to those services, STAR+PLUS plans offer more, such as:

- Health education classes
- Service coordination (helping you get the services you need)
- No limit on medicines your doctor orders (prescriptions)

Through STAR+PLUS you also get long-term services such as:

- Adult day care
- Adult foster care
- Nursing
- Medical supplies
- Assisted living/ home care
- Emergency response services
- Short-term help for caregivers
- Adaptive aids (things like walkers and canes)
- Personal assistance (help with dressing, eating, and bathing)
- 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.**

	Wellpoint	Molina Healthcare of Texas
For questions or doctor information:	833-731-2160	866-449-6849
TTY line for people with a hearing or speech disability:	711	800-735-2989 or 711
Help for mental health, drug, or alcohol problems:	833-731-2160	866-449-6849
For prescription or medicine information:	833-235-2022	866-449-6849
Health Plan Website:	<a href="https://wellpoint.com/tx/medicaid">https://wellpoint.com/tx/medicaid</a>	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>

Value-added Services	Wellpoint	Molina Healthcare of Texas
24-Hour Nurse Line	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	Toll-free 24 Hours a day, 7 days a week Nurse Advice Line.
Extra Help with Getting a Ride	<ul style="list-style-type: none"> <li>Additional family may be approved for rides to doctors.</li> <li>Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings.</li> </ul>	
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>	
Dental Services	<ul style="list-style-type: none"> <li>Dental kit to keep teeth clean and healthy for members 21 and older.</li> <li>Up to \$250 in dental services for routine dental including cleanings twice per year, a set of x-rays and checkup.</li> </ul>	Up to \$250 per year for dental checkups, x-rays, and cleaning for members 21 and older.
Extra Vision Services	Certain plastic lenses above the basic benefit for members 21 and older.	\$100 allowance towards upgrades for frames, lenses, or contacts every two years.
Discount Pharmacy / Over-the-Counter Benefits	\$20 gift card for over-the-counter products for members ages 3 and older who receive the annual flu vaccine. Excludes items found in the Plan's formulary or Texas Medicaid/CHIP formularies.	Up to \$120 once a year: \$30 gift card every three months for over-the-counter medicines and other medical or health-related supplies not covered by Medicaid, upon request.
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. 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. Additional 100 bonus minutes during member's birth month and one-time 200 bonus minutes at enrollment.	<p>Molina Members ages 18 years and older eligible for the Federal Lifeline Program and Affordable Connectivity Program are offered at no cost to the member the exclusive Molina Healthcare Unlimited Plan that includes:</p> <ul style="list-style-type: none"> <li>An Android Smartphone</li> <li>Unlimited Data</li> <li>Unlimited Text</li> <li>Unlimited International calling to Mexico, Canada, China, South Korea and Vietnam for both landlines and cell phones.</li> </ul>
Help for Members with Asthma	Educational materials for Members who are enrolled in our Asthma Care Management Program.	

Value-added Services	Wellpoint	Molina Healthcare of Texas
Extra Help for Pregnant Women	<ul style="list-style-type: none"> <li>• \$25 Gift card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester.</li> <li>• \$50 Gift card receiving post-partum checkup 7 to 84 days after giving birth.</li> <li>• Help getting a ride to pregnancy, birthing or newborn classes.</li> <li>• Online Pregnancy and Early Parenting Program accessible 24/7 through web or mobile app provides support to New and Expecting Parents.</li> <li>• Pregnancy, post-partum, and newborn educational materials provided to pregnant members.</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 an extra 8 hours respite services for STAR+PLUS non- waiver members age 21 and older.
Health and Wellness Services	<ul style="list-style-type: none"> <li>• One month of home-delivered meals each year after getting out of hospital or nursing facility for non-STAR+PLUS waiver members 21 and older.</li> <li>• 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.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Weight Watchers ® program meeting vouchers for members 15 and older with BMI of 30 or more and diabetic members with A1c of 8 or more.</li> <li>• Body weight scale once a year for members with congestive heart failure</li> <li>• Up to 10 home-delivered meals each year after getting out of hospital or nursing facility for STAR+PLUS non-waiver members 21 and older. Must be authorized.</li> <li>• One \$75 gift card each year for members who refill their diabetic prescription (medication) each month for six (6) months in a row.</li> <li>• One \$50 gift card each year for current members with a diagnosis of high blood pressure who refill their high blood pressure prescription (medication) each month for six (6) months in a row.</li> <li>• \$50 Academy ® gift card for work-out clothes for Members ages 18 or older who complete the Weight Watchers ® program.</li> </ul>
Healthy Play and Exercise	<ul style="list-style-type: none"> <li>• Exercise kit, which may include a towel, weights, water bottle, and ball for members 21 and older.</li> <li>• 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.</li> </ul>	

Value-added Services	Wellpoint	Molina Healthcare of Texas
Gift Programs	<ul style="list-style-type: none"> <li>• \$20 Gift card per checkup for members ages 18 to 20 who get Texas Health Steps checkups on time each year per the state approved schedule.</li> <li>• \$20 Gift card for members 18 and older with diabetes after completing an HbA1c blood test once every 6 months.</li> <li>• \$20 Gift card for members 18 and older with diabetes mellitus achieving HbA1c blood test results less than 8 once every 6 months.</li> <li>• \$50 Gift card for women ages 21 to 64 years who had a pap smear- once every 3 years.</li> <li>• \$50 Gift card for women ages 30 to 64 years who had a pap smear with human papillomavirus (HPV) co-testing.</li> <li>• \$20 Gift card for members ages 18 to 64 years with schizophrenia or bipolar disorder who are using antipsychotic medications and received a diabetes screening.</li> <li>• First aid kit and personal disaster plan online to all members.</li> <li>• GED equivalency test fee is free for members 18 years and older.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to \$40 each year: \$20 gift card for Members with major depression and taking antidepressant medication, who stay on medication for 84 days. An extra \$20 gift card for staying on medication for 180 days.</li> <li>• \$30 gift card for members who have an office visit with a behavioral health specialist within 7 days of hospitalization for a mental health condition. An extra \$30 gift card for having an office visit within 30 days of hospitalization for a mental health condition.</li> <li>• One \$20 gift card each year for current female members ages 50 to 74 who get a recommended mammogram.</li> <li>• Four visits per year with a registered dietitian for diabetic members 21 and older.</li> <li>• \$25 gift card for members who have a follow-up doctor visit within 30 days of getting out of the hospital once a year.</li> <li>• Free accessory tote bag for members. Available one time only.</li> <li>• Up to \$80 annually: \$20 gift card for diabetic members who get an HbA1c blood test every 6 months. An extra \$20 gift card for having an A1c less than</li> <li>• One \$50 gift card for current female members ages 21-64 who get a recommended cervical cancer screening once every three years.</li> <li>• \$25 gift card for diabetic members who get a diabetic eye exam each year.</li> </ul>
Emergency Response Services (ERS)		Emergency response services for STAR+PLUS non-Waiver members 21 and older and must be authorized.
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	

Additional Behavioral Health Benefits	Wellpoint	Molina Healthcare of Texas
Inpatient Follow-up Incentive Program	\$20 Gift card for Members who complete a follow up outpatient visit with a mental health provider within 7 days of discharge from the hospital for a mental health condition.	
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.	