

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



TEXAS  
Health and Human  
Services

TEXAS  
**STAR+PLUS**  
Your Health Plan ★ Your Choice

## 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, 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	Molina Healthcare of Texas
For questions or doctor information:	800-600-4441	866-449-6849
TTY line for people with a hearing or speech disability:	711 English and Español	800-735-2989 or 711
Help for mental health, drug, or alcohol problems:	800-600-4441	866-449-6849
For prescription or medicine information:	800-600-4441	866-449-6849
Health Plan Website:	<a href="http://www.myamerigroup.com/tx">www.myamerigroup.com/tx</a>	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>

Value-added Services	Amerigroup	Molina Healthcare of Texas
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	<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	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>	
Dental Services	Dental kit to keep teeth clean and healthy for members 21 and older.	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 eyewear 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 annually: \$30 gift card every three months for over-the-counter medicines, upon request for members.
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.	

Value-added Services	Amerigroup	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 per calendar year 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 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>• 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 for members with congestive heart failure once a year.</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.</li> <li>• \$75 gift card each year for members who refill their diabetic medication for 6 consecutive months.</li> <li>• \$75 gift card each year for members with a diagnosis of hypertension who refill their high blood pressure medicine for 6 consecutive months.</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	Amerigroup	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 annually: \$20 gift card for Members with major depression and currently taking an antidepressant medication, who remain on their medication for 84 days and an additional \$20 gift card for remaining on medication for 180 days.</li> <li>• \$30 gift card for members who complete an office visit with a behavioral health specialist within 7 days of hospitalization for a mental health condition and an additional \$30 gift card for completing 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 between the ages of 50 to 74 at average risk, who complete a recommended mammogram.</li> <li>• Four visits per year with a registered dietitian for members 21 and older who have diabetes.</li> <li>• \$20 gift card for members who complete a follow-up doctor visit within 30 days of getting out of the hospital. One gift card every 30 days after hospitalization and confirmed doctor follow-up visit. Maximum amount \$80 per 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 complete an HbA1c blood test every 6 months and an additional \$20 gift card for having an A1c less than 8.</li> <li>• \$20 gift card for female members ages 21-64, at average for cervical cancer, who complete a recommended cervical cancer screening living in Bexar, Dallas, El Paso, Harris and Hidalgo Service Areas.</li> <li>• \$20 gift card for members with a diagnosis of schizophrenia or bi-polar and taking antipsychotics who complete an HBA1c diabetic screening once per year.</li> <li>• \$20 gift card for members who have diabetes after completing a diabetic eye exam each year.</li> <li>• Up to \$35 allowance for a seat attachment that fits on a walker for currently enrolled members to use with their walker.</li> </ul>
Emergency Response Services (ERS)		Emergency response services for STAR+PLUS non-Waiver members 21 and older.
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	

Additional Behavioral Health Benefits	Amerigroup	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.	