

# Compare Extra Services STAR+PLUS Medical Plans Offer in the Jefferson Service Area (Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler, and Walker 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, 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   | UnitedHealthcare Community Plan  |
|--|---|--|--|
| For questions or doctor information:                     | 833-731-2160  | 866-449-6849   | 888-887-9003   |
| TTY line for people with a hearing or speech disability: | 711   | 800-735-2989 or 711  | 711  |
| Help for mental health, drug, or alcohol problems:       | 833-731-2160  | 866-449-6849   | 866-302-3996   |
| For prescription or medicine information:                | 833-235-2022  | 866-449-6849   | 888-887-9003   |
| 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> | <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a> |

| Value-Added Services                          | Wellpoint  | Molina Healthcare of Texas  | UnitedHealthcare Community Plan  |
|---|--|---|--|
| 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.  | 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>                 |   | 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.   |
| 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.  | Up to \$500 annually towards two routine exams/cleanings, a set of x-rays and one scaling/root planning, if medically necessary for Members ages 21 & older. Other services given at a discount. |
| 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.   | Up to \$105 maximum eyewear allowance towards upgrades for frames, lenses, or contacts every 24 months that aren't covered by the Medicaid benefit.  |
| 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. |  |

| Value-Added Services          | Wellpoint   | Molina Healthcare of Texas   | UnitedHealthcare Community Plan   |
|-------------------------------|---|--|---|
| 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.  | 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: <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.   |  | <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>  |
| 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> |  | <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                   | 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.   | Up to 8 hours in-home respite services for non-STAR+PLUS Waiver (SPW) Members.  |

| Value-Added Services         | Wellpoint  | Molina Healthcare of Texas  | UnitedHealthcare Community Plan  |
|------------------------------|--|---|--|
| 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> | <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>• Mental health services provided in-home or off-site.</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> |
| 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>   |   | Exercise kit, including pedometer, for members who want to lose weight or become more active.  |

| Value-Added Services                  | Wellpoint  | Molina Healthcare of Texas  | UnitedHealthcare Community Plan   |
|---------------------------------------|--|---|---|
| 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 8.</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> | <ul style="list-style-type: none"> <li>• Active members may receive a Welcome Home Kit upon returning home from a Nursing Facility stay.</li> <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> |
| Extra Foot Doctor (Podiatry) Services |  |   | 2 pairs of full-length foot insoles each year for Members 18 years of age and older with a diagnosis of diabetes.   |

| Value-Added Services              | Wellpoint  | Molina Healthcare of Texas  | UnitedHealthcare Community Plan  |
|-----------------------------------|--|---|--|
| Emergency Response Services (ERS) |  | Emergency response services for STAR+PLUS non-Waiver members 21 and older and must be authorized. | Access to rapid response services for eligible non-STAR+PLUS Waiver (SPW) and non-Community First Choice (CFC) Members up to 6 months following a transition from an institutional setting |
| Pest Control                      | Once every 3 months to eliminate rodents, roaches, and other unsafe pests. |   |  |

| Additional Behavioral Health Benefits | Wellpoint  | Molina Healthcare of Texas | UnitedHealthcare Community Plan   |
|---------------------------------------|--|----------------------------|---|
| 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.   |                            | Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches. |