

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

(Carson, Crosby, Deaf Smith, Floyd, Garza, Hale, Hockley, Hutchinson, Lamb, Lubbock, Lynn, Potter, Randall, Swisher, and Terry 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 program offers more, such as:

- Health education classes
- Service coordination (helping you get the services you need)
- No limit on medicines ordered by your doctor (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	Superior HealthPlan
For questions or doctor information:	833-731-2160	877-277-9772
TTY line for people with a hearing or speech disability:	711	800-735-2989
Help for mental health, drug, or alcohol problems:	833-731-2160	877-277-9772
For prescription or medicine information:	833-235-2022	877-277-9772
Health Plan Website:	https://wellpoint.com/tx/medicaid	www.SuperiorHealthPlan.com

Value-added Services	Wellpoint	Superior HealthPlan
24-Hour Nurse Line	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	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.
Extra Help with Getting a Ride	<ul style="list-style-type: none"> • Additional family may be approved for rides to doctors. • Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings. 	<ul style="list-style-type: none"> • Transportation for members accessing their dental Value-added Service visits. • Transportation for members enrolled in health or safety education classes including diabetes self-management education, or A Matter of Balance fall prevention classes. • Transportation for members to a local benefit office. • Transportation for members enrolled in H-E-B nutritional counseling program. • Extra help getting a ride to behavioral health-related community supports and services.
Disease Management	Educational materials for Members who are enrolled in our Care Management Programs for: <ul style="list-style-type: none"> • Diabetes • Substance Abuse • Hypertension 	3-months access to the Weight Watchers® online program for members with a BMI value of 30 or greater and a primary diagnosis of diabetes, prediabetes, hypertension, or heart disease.
Dental Services	<ul style="list-style-type: none"> • Dental kit to keep teeth clean and healthy for members 21 and older. • Up to \$250 in dental services for routine dental including cleanings twice per year, a set of x-rays and checkup. 	\$250 annually toward exams and cleanings, x-rays, and fluoride treatments for members.
Extra Vision Services	Certain plastic lenses above the basic benefit for members 21 and older.	\$150 allowance for choice of upgraded eyeglass frames and lenses or contact lenses once per year.
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 \$30 allowance per quarter for over-the-counter items mailed to your home or purchased at participating stores. The OTC catalog includes household, personal care, oral care and children's items. No prescription required.
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.	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	Educational materials for Members who are enrolled in our Asthma Care Management Program.	

Value-added Services	Wellpoint	Superior HealthPlan
Extra Help for Pregnant Women	<ul style="list-style-type: none"> • \$25 Gift card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester. • \$50 Gift card receiving post-partum checkup 7 to 84 days after giving birth. • Help getting a ride to pregnancy, birthing, or newborn classes. • Online Pregnancy and Early Parenting Program accessible 24/7 through web or mobile app provides support to New and Expecting Parents. • Pregnancy, post-partum, and newborn educational materials provided to pregnant members. 	<ul style="list-style-type: none"> • Diaper bag, starter supply of diapers, and educational materials for participating in the Start Smart for Your Baby® program and completing: <ul style="list-style-type: none"> ○ A Notification of Pregnancy (NOP) form and ○ An educational baby shower hosted by Superior. • Access to mobile app with pregnancy-related support and information according to your pregnancy stage.
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) members age 21 and older.	<ul style="list-style-type: none"> • 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. • Up to 10 home-delivered prepared meals after a hospital stay or discharge from a nursing facility for non-HCBS Waiver members.
Health and Wellness Services	<ul style="list-style-type: none"> • 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. • 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. • 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. 	<ul style="list-style-type: none"> • \$50 rewards card upon graduation from the 8-week fall prevention program, “A Matter of Balance”. • A Joy for All™, battery-operated plush companion pet for members enrolled in the Mind at Home or Cognitive Adaptation Therapy Case Management. • Access to Careopolis™, an online "caring community" enabling members to engage friends and family as it relates to their healing or aging journey. • Up to four (4) nutritional service visits per year with a registered dietitian for non-dual members with a BMI value of 32 or greater, an ER or hospital discharge in the last 6 months, and have a diagnosis of Diabetes, Cardiovascular Disease or COPD. • Access to an online tool to support smoking cessation. • 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.
Healthy Play and Exercise	<ul style="list-style-type: none"> • Exercise kit, which may include a towel, weights, water bottle, and ball for members 21 and older. • 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. 	

Value-added Services	Wellpoint	Superior HealthPlan
Gift Programs	<ul style="list-style-type: none"> • \$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. • \$20 Gift card for members 18 and older with diabetes after completing an HbA1c blood test once every 6 months. • \$20 Gift card for members 18 and older with diabetes mellitus achieving HbA1c blood test results less than 8 once every 6 months. • \$50 Gift card for women ages 21 to 64 years who had a pap smear- once every 3 years. • \$50 Gift card for women ages 30 to 64 years who had a pap smear with human papillomavirus (HPV) co-testing. • \$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. • First aid kit and personal disaster plan online to all members. • GED equivalency test fee is free for members 18 years and older. 	<ul style="list-style-type: none"> • Members can earn rewards cards for completing the following healthy activities: <ul style="list-style-type: none"> ○ \$20 every 6 months for a member with diabetes who has a blood sugar test (HbA1c) with a result less than 8. Limited to two \$20 rewards per year. ○ \$50 reward for currently enrolled female members ages 18 - 64, at average risk for cervical cancer, who complete a recommended cervical cancer screening. Limited to one \$50 reward per year. • Pregnant members can earn rewards cards for completing the following: <ul style="list-style-type: none"> ○ \$100 for prenatal visit within first trimester or 42 days of Superior enrollment. ○ \$50 for postpartum visit within 7-84 days of delivery. • GED preparatory materials for members with an IDD diagnosis.
Extra Foot Doctor (Podiatry) Services		Members can access up to one pair of diabetic shoes and/or one pair of foot insoles per year. Certain eligibility requirements apply.
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.
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	

Additional Behavioral Health Benefits	Wellpoint	Superior HealthPlan
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.	<ul style="list-style-type: none"> • \$20 rewards card for members who complete a follow-up visit within 7 days of hospital discharge. Available one time per year. • \$20 rewards card for members who complete a follow-up visit with their health care professional within 7 days of an emergency room visit for a substance use disorder. Available one time per year.
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 an online tool to support mental health and overall well-being.